

# **U.S. Consumer Product Safety Commission**



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## **2000 ANNUAL PERFORMANCE PLAN**

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**Saving Lives  
and Keeping Families Safe**

**OPERATING PLAN**

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## **OVERVIEW OF THE STRATEGIC PLAN FOR The U.S. Consumer Product Safety Commission (CPSC)**

**CPSC's Mission:** To reduce unreasonable risks of injury and death from consumer products, and to assist consumers in evaluating the comparative safety of consumer products.

**CPSC's Vision:** A marketplace where consumer products are as free as reasonably possible from defects and hidden hazards; product designs that minimize the potential for failure and human error; routine use of early warning and protection systems; state-of-the-art information technology that rapidly identifies potentially hazardous products; and world safety standards that are modeled on the often higher standards of the United States.

### **STRATEGIC GOALS**

#### **Reduce Product-Related Injuries and Deaths (10-year goals)**

- Reduce the product-related head injury rate to children by 10 percent.
- Prevent any increase in the death rate to children under 5 years from unintentional poisoning by drugs or hazardous household substances.
- Reduce the fire-related death rate by 10 percent.
- Reduce the carbon monoxide poisoning death rate by 20 percent.
- Reduce the electrocution death rate by 20 percent.

#### **Provide Quality Services to the American Public (3-year goals)**

- Increase the number of visits by the public to CPSC's web site by 1,660 percent.
- Maintain the reach of the *Consumer Product Safety Review* by 300 percent.
- Maintain the capability to respond to at least 350,000 Hotline calls per year.

#### **Maintain High Levels of Customer Satisfaction with CPSC Services (3-year goals)**

- Attain 85 percent success with the timeliness and usefulness of the Fast Track Product Recall program and 80% success with the timeliness and usefulness of the Small Business Ombudsman program.
- Maintain consumer satisfaction with the Hotline, Clearinghouse and CPSC's State Partnership Program at 90 percent or better.

## Executive Summary

The U.S. Consumer Product Safety Commission, an independent regulatory agency, is responsible for protecting the American public from unreasonable risks of injury and death from about 15,000 categories of consumer products. CPSC's mission is simple and non-partisan: *saving lives and keeping families safe*. Each year, there are an average of 22,000 deaths and 29.5 million injuries associated with consumer products under the Commission's jurisdiction. These injuries, deaths, and associated property damage cost the American public over \$500 billion annually.

### CPSC Year 2000 Performance Goals

This annual performance plan lists measurable Year 2000 goals and activities which have been selected to speed progress towards reaching the multi-year, strategic injury and death reduction goals. Among them are:

- **Recalls and corrective actions for hazardous products**  
Involving child head injuries, child poisonings, fire hazards, carbon monoxide poisonings, and electrocution hazards;
- **Recommendations for development and improvement of voluntary safety standards and codes**  
Including recreational helmets, TVS and TV carts, electrical switches, arc fault circuit interrupters, range fires, candles, clothes dryers, furnaces, camping equipment, electric shock protection devices, and the National Electrical Code;
- **Lab testing, technical review, and data collection to assess and address hazards**  
Involving playground equipment, passive child restraint systems, plastics in children's products, head injury costs, gas oven ignitors, extension cords, pellet stoves, electric heaters and fans, sprinklers, batteries and battery packs, gas heaters, furnaces, and carbon monoxide alarms;
- **Candidates for rulemaking or other alternatives prepared for Commission consideration**  
Including child-resistant/adult friendly packaging for certain hazardous chemicals and drugs, flammability of upholstered furniture and multi-purpose lighters;
- **Monitoring the effectiveness of voluntary product safety standards**  
Involving children's head injuries and fire hazards;
- **Public alerts and warnings**  
On bicycles, all-terrain vehicles, infant products, and recreational activities, (children's head injuries); fireworks, home heating, Halloween and holiday hazards, cigarette lighters, and smoke detectors (fires); *National Poison Prevention Week*; carbon monoxide safety awareness; and an electrical products safety campaign;
- **Press releases for recalled products**  
Including children's head injuries, fire hazards, carbon monoxide, and electric shock

hazards;

- **Publications**

On children's head injuries, fire hazards, carbon monoxide poisonings, and electric shock hazards; and

- **Video news releases**

On children's head injuries, child poisonings, fire hazards, and electric shock hazards.

**Customer satisfaction goals include:**

- Increasing CPSC's web site visits by the public;
- Maintaining the level of *Consumer Product Safety Review* contacts;
- Maintaining the capability to respond to at least 350,000 Hotline calls per year;
- Maintaining the timeliness and usefulness of responses to industry;
- Developing "plain language" guides to regulations; and
- Maintaining consumer satisfaction with the Hotline, Clearinghouse and CPSC's State Partnership Program.

CPSC's national role in product safety is crucial. The prevention of injuries and deaths involving consumer products cannot always be addressed by the states, localities, or the private sector. It is noted in this plan that in carrying out its mission, CPSC must preserve its flexibility to respond to unforeseen safety hazards. In responding to new or emerging hazards, the Commission may have to rearrange some priorities and adjust its annual goals.



## CPSC's Annual Performance Plan For 2000

### I. Introduction

**A. Background.** The U.S. Consumer Product Safety Commission, an independent health and safety regulatory agency, has the primary mission of protecting the American public from risks of injury and death from 15,000 categories of consumer products. Each year, there is an average of 22,000 deaths and 29.5 million injuries associated with consumer products under the Commission's jurisdiction. Children under 5 years are most likely to require emergency room treatment and the elderly are most likely to die as a result of product-related injuries. These injuries and deaths, as well as any associated property damage, cost the American public over \$500 billion annually.<sup>1</sup>

Since the agency was established in 1973, product-related death and injury rates have decreased substantially. Each year, these reductions save the American public billions of dollars. In fact, net benefits of Commission activities from three safety standards alone are estimated to total between \$1.6 and \$1.8 billion annually, more than CPSC's total cumulative budget since its inception in 1973. These safety standards annually prevent a projected 100 deaths from children playing with cigarette lighters; about 150 to 200 infant deaths from poorly designed cribs; and 24,000 lawn mower injuries, primarily from amputations.

Much more needs to be done, however, to protect American families from product-related deaths and injuries. We are the only federal agency that identifies and acts on a

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<sup>1</sup>Societal costs reflect an update of the agency's system to assess the costs of injuries.

wide range of product hazards. In establishing the CPSC, Congress noted that consumers are often unable to anticipate risks from consumer products or to safeguard themselves, not only because of the complexities of some consumer products in the marketplace, but also because of the diverse nature and abilities of those who use the products. This is as true today as it was then. Furthermore, many consumer products are sufficiently complex and the hazards of even uncomplicated products may be sufficiently hidden, that government action to inform or otherwise protect the public is a wise use of taxpayer dollars.

**B. Strategic Goals.** To further reduce product-related injuries and deaths, we focused our efforts in five specific hazard areas. In our first strategic plan under the Government Performance and Results Act (Results Act), we set goals to: reduce the estimated 650,000 annual product-related head injuries to children under 15 years old; prevent any increase in the relatively low number of unintentional poisoning deaths to children under 5 years old from hazardous household substances and drugs; reduce deaths from residential fires that claim over 4,000 lives each year; reduce carbon monoxide poisoning deaths, many of which involve gas-fueled heating appliances; and reduce deaths from electrocutions caused by such products as household wiring, power tools and small appliances.

Along with our primary mission of protecting the American public, we are also charged with alerting the public to important safety information to assist consumers in evaluating the comparative safety of consumer products. To this end, we set strategic goals to increase the public's access to safety alerts,

recalls, press releases and publications. Specifically, we established goals to increase contacts to CPSC's web site, maintain the Consumer Product Safety Review's reach, and maintain our capability to respond to 350,000 or more Hotline calls annually. Finally, we set strategic goals to maintain the already high levels of customer satisfaction with CPSC's Hotline, Clearinghouse, and State Partners program, and for the timeliness and usefulness of services to industry. These strategic goals have timelines ranging from 3 years for service quality and customer satisfaction goals, to 10 years for injury and death reduction goals.

## **II. CPSC's Approach to Product Safety: Ongoing Activities (Means) and Strategies**

In 1999, we adopted a new budget program structure that aligns the budget and annual performance plans more closely. In this section, we describe the new budget programs and the key activities or strategies the agency uses to reduce product hazards and make progress towards its strategic goals.

**A. Program: Reducing Product Hazards to Children and Families.** We classified hazards into four general categories:

- Children's hazards
- Fire and electrocution hazards
- Household and recreational hazards
- Child poisonings and other chemical hazards

For each hazard type, we use three key activities to reduce product hazards. These are: (1) developing and strengthening safety standards (the responsibility of Hazard Assessment and Reduction or HAR); initiating recalls or correcting defective products (the responsibility of Compliance); and alerting the public (the responsibility of Consumer Information).

**1. Developing and strengthening safety standards (HAR).** We conduct investigations into the factors contributing to product hazards and use this information to develop or strengthen safety standards. We may decide to encourage the development or modification of voluntary safety standards or, if no voluntary standard is feasible, develop or modify mandatory safety standards.

Much of our work in saving lives and making homes safer is through cooperation with industry. Since 1994, we have worked cooperatively with industry to develop over 60 voluntary standards while issuing only 13 mandatory rules, almost a five-to-one ratio of voluntary to mandatory standards. We found that not only can voluntary standards be as effective as mandatory standards, they can be faster and less costly to implement.

The process of developing or strengthening voluntary standards is not entirely within our span of control or influence. We first submit recommendations for new standards or modifications of existing standards to the voluntary standards committees. The committees meet to discuss what the requirements in the standard should be, complete technical work to support the requirements, vote on and publish a proposal for public comment, resolve "negative" comments, and vote on and publish a final standard. We participate in the process by providing expert advice, technical assistance, and information based on data analyses as to the circumstances surrounding reported incidents. Our voluntary standards policy does not permit us to vote on proposed changes or new standards; however, our comments are considered throughout the process.

This process could take as little as a few months or may take several years. While the development of recommendations is within our span of control and the actual development of the proposed standards within our span of influence, the publication and effective dates for the final standards often are not. Thus, this



annual performance plan includes goals for voluntary standards development at the recommendation stage.

Safety standards may also be developed through regulation. We oversee five statutes in all and have issued regulations under most of them (see Appendix A). We usually work cooperatively with industry to develop an effective voluntary standard. We issue a mandatory standard when we find that a voluntary standard will not eliminate or adequately reduce the risk of injury or death or it is unlikely that there will be substantial compliance with a voluntary standard. The procedures for issuing mandatory rules require that there will be at least one opportunity for public comment before the Commission issues a final rule.

**2. Initiating recalls or correcting defective products and violations of safety standards (Compliance).** One of our most important and powerful tools is recalling or correcting defective and violative products. Although we do not have the authority to approve products for safety before they are marketed, as soon as we learn that products are defective, so as to create a substantial risk of injury or death or violate mandatory safety standards, we can require companies to remove them from the marketplace.

Defective products are identified by staff or by firms who are required by law to report potential product hazards or violations of certain standards to the Commission. If an evaluation justifies pursuing a recall, we work with the firm to voluntarily recall the defective or violative product. If a firm refuses to recall a product voluntarily, we may litigate to require a recall. In nearly all cases, firms work cooperatively with us to conduct a recall.

Recently, we streamlined our activities by initiating two programs to assist industry in complying more quickly with our regulations: the Fast-Track Product Recall Program and the Small Business Ombudsman Program. We

developed the Fast-Track program to streamline the process of recalls for firms that were willing and prepared to recall their products quickly. Because every recalled defective product represents a potential injury or death, removing these hazardous products from the marketplace faster can prevent more injuries and save more lives. A recent evaluation found that recalls under the Fast-Track program were almost three times faster than traditional recalls and, on the average, were implemented within eight days. The Fast-Track program received vice-president Gore's National Partnership for Reinventing Government "Hammer Award" and was a 1998 winner of the "Innovations in American Government Award" sponsored by the Ford Foundation and Harvard University.

We developed the Small Business Ombudsman program to help small firms comply more easily with product safety guidelines by providing them with a single point of contact for assistance and information. The Ombudsman coordinates a clearly understandable response from our technical staff and ensures that firms receive the information they need within three business days.

**3. Alerting the Public (Consumer Information).** We warn the public about product-related hazards through print and visual media, our Hotline and web site, and other outreach activities. We develop and provide safety information for the public through safety alerts, news releases, video news releases, publications including the *Consumer Product Safety Review*, national and local television appearances, and Hotline messages. When knowledge of a hazard requires immediate warnings to the public, such as the recall of a playpen that caused the death of a baby, we rely heavily on the media (newspapers, radio, TV, video news releases). For warnings that need to be repeated -- and most do -- we rely more heavily on outreach by partnering with other organizations and by developing programs, such as Baby Safety

Showers and Recall Roundups, which are easily replicated by other organizations.

Recently, we streamlined the activities of the Hotline and Clearinghouse, and developed a web site, three programs that provide safety information to the public. The Hotline, a winner of Vice-President Gore's "Hammer Award," receives consumer complaints and provides information on product hazards and recalls to the public. The Clearinghouse provides injury data to our staff and the public and provides manufacturers with consumer complaints, reported incidents, and accident investigations involving their products.

Our web site has grown from 10,000 visits per month from the public in 1996 to an average of 200,000 visits a month in 1999. We post and spotlight recall notices on the web site the same day as the news release announcing the recall. Consumers and firms can file reports of unsafe products on-line and firms are ensured of confidentiality by encrypted transfer of data. Children can access a special section of the site with safety information "4 Kids" and product safety information is also available in Spanish.

**B. Program: Identifying and Researching Product Hazards.** The two key activities in this program are (1) hazard identification and analysis and (2) applied product hazard research.

**1. Hazard Identification and Analysis.**

The Commission is a data-driven agency and bases its decisions on the data it collects to assess the causes and scope of product-related injuries and deaths. This information comes from a variety of sources. Our National Electronic Injury Surveillance System (NEISS) provides statistically valid national estimates of product-related injuries from a random sample of hospital emergency rooms with about 330,000 product-related cases each year. We review about 8,700 death certificates each year that we purchase from all 50 states to help us determine the number of product-related

deaths. We review about 6,000 news clips and 10,000 incident reports from consumers, lawyers, fire departments and other sources each year to learn about additional injury and death information. We also conduct about 4,000 follow-up investigations of individual cases each year, either by telephone or through on-site visits, to more accurately determine the causes of the injuries or deaths, the products involved, and the circumstances surrounding the incident.

We analyze data from these sources to identify hazardous products and causes of injuries and deaths. Through these data sources we:

- Determine the extent and nature of a hazard by developing national injury estimates;
- Identify factors contributing to product-related injuries and deaths through interviews with consumers who were injured or relatives of those who were injured or died;
- Characterize the risk by developing estimates of products-in-use or affected populations and;
- Assesses potential approaches to reducing a hazard through technical feasibility studies and product testing at our laboratories.

**2. Applied Product Research.** In the 2000 budget, we requested funds to reestablish a modest program of applied research to enhance our ability to investigate and find solutions for complex safety problems involving consumer products. This important capability would allow us to search for new ways to reduce some of the nation's most significant product-related injuries and deaths without allocating funds from other product areas. While our request was not funded in 2000, we will continue to request funding for

this important initiative in future budgets.

### III. Measuring Annual Goals

In developing annual performance measures and goals, we considered the nature of, and constraints on, CPSC's activities stemming from factors beyond the agency's control. The following sections describe:

- A. Estimated and targeted annual goals in our performance plan,
- B. The context of yearly fluctuations,
- C. Annualized goals, and
- D. The need to maintain flexibility in responding to product hazards.

**A. Estimated and Targeted Annual Goals.** We engage in different types of activities that require two different types of annual goals. We engage in activities that *react* to unforeseen critical safety problems in the marketplace, such as recalls, corrective actions, and news releases, and *planned* activities that address known product hazards, such as developing safety standards.

For activities that address unforeseen safety issues, annual goals are more appropriately characterized as *estimates*. We set numerical estimates for these types of activities based on a review of six years of historical data. However, the actual number of recalls, corrective actions, and news releases responding to unpredictable events in 2000 will probably vary depending on the mix of safety-related problems arising during that year.

For activities that address known product hazards, annual goals are *targets* set for completing a certain number of activities, e.g., sending a targeted number of recommendations to voluntary standards organizations designed to address head injuries.

**B. Yearly Fluctuations.** For each

annual goal with a target or projection in 2000, we also provide actual results for 1998 and 1999. Note that for many annual goals, fluctuations in numerical values over the three-year period are a normal occurrence, as each year presents different challenges. Thus, a decrease in any number does not necessarily mean there has been a decrease in effort by CPSC or a reduction in protection of the public. For example, a technically complex recall, such as the recall of high temperature plastic vent pipes installed in over 250,000 homes, requires a great deal of resources and effort. When we initiate such a recall, it may mean that we initiate fewer recalls of other products. However, the effort by the agency and the number of consumers protected may actually increase.

**C. Annualized Goals.** An annualized goal sets a target for the percent of the strategic goal that will be achieved in a given year. For example, if a strategic goal is set to reduce the fire-related death rate by 10 percent in 10 years, an annualized goal could be to reduce this death rate by one percent each year.

It is usually difficult for regulatory agencies to establish annualized goals because the impact of agencies' activities may take years to be seen.<sup>2</sup> Injury and death reductions depend, in part, on how long consumers keep specific products before replacing them with newer, safer products, and many of the products that we target for action have a fairly long life. The effect on injury or death reductions, in these cases, would not be measurable until consumers replaced a substantial proportion of older products with safer products. For example, arc fault detection devices are a promising new

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<sup>2</sup>GAO (June 1997). *Managing for Results: Regulatory Agencies Identified Significant Barriers to Focusing on Results*. Report to Committee on Governmental Affairs, U.S. Senate and Committee on Government Reform and Oversight, U.S. House of Representatives.

technology that may prevent fire deaths. Implementation of this technology may take many years to be reflected in the reduction of fire-related deaths because it will be used initially only in new home construction.

We set annualized goals wherever appropriate. Annualized goals for 2000 are to:

- Maintain the low death rate for unintentional poisonings to children under 5 years old at 2.5 deaths per million from drugs and other hazardous household substances;
- Increase web site contacts by 1,660 percent compared to those in 1997;
- Maintain the Hotline's capacity to respond to 350,000 calls from the public;
- Increase the reach of the Commission's publication, the *Consumer Product Safety Review*, by 300% compared to 1997; and
- Attain an 85 percent success rate with the timeliness of the Fast-Track Product Recall program and an 80 percent success rate with the timeliness of the Ombudsman program.

For our remaining hazard reduction goals, we will track product-related injuries and deaths each year and examine any reductions in the light of Commission actions.

**D. Need for Flexibility.** Responding to critical risks and hazards may occasionally force us to rearrange priorities and adjust

annual goals. Because our budget and staff were cut significantly during the 1980s, and remain at that low level today, our resources are lower than they should be to deal with the wide range of issues the agency faces. When we need to respond quickly, we often must shift staff and resources. For example, in 1998, we obtained a recall of about 8.4 million Omega brand fire sprinklers after we found that they did not function in 17 fires that caused over \$4.3 million in property damage. We tested these sprinklers at various locations across the country and found that, on the average, about 30 to 40 percent failed to activate as they should. The Omega sprinklers have been installed in homes, schools, hospitals and other buildings including the Smithsonian Museums and the U.S. Capitol that house many of the country's historical artifacts. This hazard resulted in a substantial delay of other work because of extensive laboratory testing; field investigations; engineering evaluations; firm negotiations; and the development and resolution of CPSC's lawsuit against the manufacturer.

#### IV. Annual Performance Goals for 2000

Pages 7 to 34 contain the agency's annual goals for 2000. We set annual performance goals for the key activities or strategies we use to reduce product hazards. These activities include developing or strengthening safety standards; recalls or corrective actions; conducting data analyses and laboratory tests; warning the public through various actions; and providing services to consumers and industry.

## Annual Performance Goals for 2000 (by Strategic Goal)



### KEEPING CHILDREN SAFE FROM HEAD INJURIES

**STRATEGIC GOAL:** The rate of head injury to children under 15 years old will be reduced by 10 percent from 1996 to 2006.

| Total Budgeted Amount for This Goal |      |                      |
|-------------------------------------|------|----------------------|
| Fiscal Year                         | FTEs | Amount (in millions) |
| 1999                                | 55.6 | \$5.614              |
| 2000                                | 44.0 | \$4.531              |

### THE HAZARD

Head injury is a leading cause of death and disability to children in the United States. Almost 500 children under 15 years old die each year from head injury trauma related to consumer products. In 1998 alone<sup>3</sup>, there were an estimated 650,000 product-related head injuries to children under 15 years old that were treated in hospital emergency rooms, or about 60 percent of all head injuries. Of these, about 360,000 were to children under 5 years old. Studies have shown that children have a higher risk of head injury than adults and that children's head injuries are often more severe than many other injuries and can have life-altering consequences.

In 1996, about 80 percent of the head injuries to children under 15 years old were diagnosed as concussions, fractures and internal head injuries, potentially the more serious head injuries. The types of consumer products under the Commission's jurisdiction that are most

often associated with head injuries to children include bicycles, playground equipment, and other juvenile products. Participation in sports is also associated with high numbers of children's head injuries.

### MEANS AND STRATEGIES

To reduce head injuries to children, in 2000, staff will: develop proposals for voluntary standards for recreational helmets and TVs and TV carts (a tipover hazard); develop and test passive restraint systems for a variety of children's products; and analyze hazard patterns for playground injuries. CPSC staff will also participate in the voluntary standards process with committees that received CPSC's recommendations for new or modified safety standards in 1998 and 1999.

In 1998, recommendations were sent for high chairs, stationary activity centers, trampolines, and furniture (tipover), meeting the goals for these products a year early. In 1999, recommendations for baby swings and infant carriers were sent to the committees.

<sup>3</sup>Estimates for 1999 are not available because the data is not complete.

Staff will also focus on those products with defects that may cause head injury and, when appropriate, pursue recalls and corrective actions, issue press releases, and warn the public about the hazards of bicycle-riding, All-Terrain Vehicles, older style baby walkers, infant carriers, the need for head protection for various recreational activities, the need for adequate protective surfacing around playground equipment, and the need to

maintain that surfacing.

These projects and activities address over 135,000 head injuries to children under 15 years old treated in hospital emergency rooms, resulting in over \$8 billion in societal costs. (Note: crosscutting goals with other agencies for reducing head injuries are described on pp. 45 to 47.)

## ANNUAL GOALS FOR 2000

| <b>A. Function: <i>Hazard Assessment and Reduction</i></b>       | <b>1998<br/>Actual</b> | <b>1999<br/>Actual</b> | <b>2000<br/>Proposed</b> |
|--|------------------------|------------------------|--------------------------|
| A-1. Send recommendations to voluntary standards organizations   | 5                      | 6                      | 2                        |
| A-2. Complete testing/data collection/hazard analysis activities | 6                      | 0*                     | 3                        |

\*The completion of one project, Head Injury Costs, was deferred until 2000.

### **A-1. Prepare and send to voluntary standards organizations recommendations to strengthen or develop two voluntary safety standards.**

#### *Recreational Helmets*

Develop a voluntary standards proposal for a helmet that could be used for one recreational activity such as skiing to prevent head injuries from falls.

#### *TV and TV carts*

In cooperation with Underwriters' Laboratories and ASTM, develop stability requirements for TVS and TV carts and stands to address head injuries and other injuries associated with tipover.

### **A-2. Complete three testing, data collection and hazard analysis activities**

#### *Playground Equipment*

Complete a hazard analysis to identify hazard patterns involved in playground injuries occurring in home, public and daycare locations.

#### *Passive Child Restraint*

Develop and test passive restraint systems for effectiveness, *Systems* ease of use, proper sizing and child-proofing to prevent falls from a variety of products such as infant carriers, infant swings, strollers, changing tables, bicycle carriers, and baby jumpers. Also, complete a hazard analysis of death and injury scenarios.

#### *Head Injury Costs*

Complete data collection for a study to determine the long term consequences and costs of head injuries to provide realistic cost estimates.

| <b>B. Function: <i>Compliance</i></b>        | <b>1998<br/>Actual</b> | <b>1999<br/>Actual</b> | <b>2000<br/>Proposed</b> |
|--|------------------------|------------------------|--------------------------|
| B-1. Initiate recalls and corrective actions | 12                     | 20                     | 15*                      |
| B-2. Correct violations and initiate recalls | 2                      | 14                     | 10*                      |
| B-3. Monitor existing voluntary standards    | 0                      | 2                      | 2                        |

\*Projected goals - the actual number of recalls and corrective actions will depend on the mix of safety-related problems arising during the year.

### **Identify and act on products that present a risk of head injury through:**

- B-1. *Recalls and Corrective Actions*** Pursue for recall or other corrective actions a projected 15 products that present a substantial risk of head injury.
- B-2. *Violations and Recalls*** Identify and correct a projected 10 violations that fail mandatory safety standards that address head injury.
- B-3. *Monitoring Voluntary Standards*** Monitor two existing voluntary standards likely to reduce head injuries to determine the number of firms in compliance.

| <b>C. Function: <i>Consumer Information</i></b>         | <b>1998<br/>Actual</b> | <b>1999<br/>Actual</b> | <b>2000<br/>Proposed</b> |
|---|------------------------|------------------------|--------------------------|
| C-1. Conduct public education efforts                   | 2                      | 3                      | 4                        |
| C-2. Alert the public of recalls through press releases | 17                     | 19                     | 15                       |
| C-3. Produce VNR for recalled product                   | 6                      | 7                      | 5                        |
| C-4. Respond to consumer requests for publications      | 121,500                | 567,000*               | 160,000                  |

\*Includes a one time effort to distribute publications to state and local users.

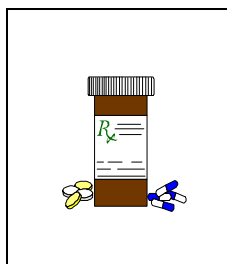
### **C-1. Issue four public alerts or warnings on:**

- Bicycles* Promote the use of bicycle helmets and safe bicycle-riding practices that prevent head injuries to children.
- All-Terrain Vehicles (ATVs)* Warn teenagers, parents and other caregivers of ATV hazards and promote the use of helmets and safe riding practices that prevent head injuries to children.
- Infant Products* Warn parents about the hazards of older style baby walkers and infant carriers and encourage the use of safer baby walkers and infant carriers.
- Recreational Activities* Warn about the need for child head protection in recreational activities such as in-line skating, skiing and snowboarding.

**Alert the public to the hazards of head injury through:**

- |   |   |
|---|---|
| <b>C-2.</b> <i>Press Releases</i>           | For recalled products presenting a substantial risk of head injury, initiate a projected 45 press releases to warn the public.  |
| <b>C-3.</b> <i>Video News Release (VNR)</i> | For at least five recalled products, work with the manufacturer of the recalled product to produce a VNR.                       |
| <b>C-4.</b> <i>Publications</i>             | Respond to consumer requests for a projected 160,000 checklists, booklets, and safety alerts warning about head injury hazards. |





## KEEPING CHILDREN SAFE FROM POISONING HAZARDS

**STRATEGIC GOAL:** The rate of death from unintentional poisonings to children under 5 years old from drugs and other hazardous household substances will not increase beyond 2.5 deaths per million children from 1994 to 2004.

| Total Budgeted Amount for This Goal |      |                      |
|-------------------------------------|------|----------------------|
| Fiscal Year                         | FTEs | Amount (in millions) |
| 1999                                | 19.1 | \$1.927              |
| 2000                                | 18.6 | \$2.033              |

### THE HAZARD

Drugs and other hazardous household chemical substances that are not in child-resistant packaging can be easily opened by children. Before 1974, an average of 200 children under the age of 5 years died each year from poisonings by unintentionally ingesting these substances.<sup>4</sup> In 1970, Congress enacted the Poison Prevention Packaging Act (PPPA) requiring child-resistant packaging. Since the PPPA became law, deaths to children under 5 years have declined substantially to an average of less than 50 deaths annually.

While child poisoning deaths have been relatively low for a number of years, the Commission has seen evidence that without continued surveillance, the death rate could increase. For example, when ibuprofen was granted over-the-counter status, child-resistant packaging was no longer required. This resulted in a substantial increase in ibuprofen ingestions. There is further concern because of the large number of poisoning incidents. In

1998, about 116,000 children under the age of 5 were treated in hospital emergency rooms following ingestion of household products. Of these, about 85,000 were related to ingestions of household chemicals and drugs. We estimate societal costs of almost \$3 billion for these poisoning incidents.

### MEANS AND STRATEGIES

The CPSC selects possible candidates for child-resistant packaging in two ways: (1) by monitoring ingestion incident data for consumer products that are causing serious injury to children under 5 years of age, and (2) by identifying products with chemicals known to be potentially hazardous if ingested by children to determine the need for child-resistant packaging. The staff also tests certain child-resistant packaging for compliance with regulations, for example, when a product has been involved in a death or serious injury.

<sup>4</sup>Unintentional ingestions are those not supervised or administered by an adult.

**ANNUAL GOALS FOR 2000**

| <b>A. Function: <i>Hazard Assessment and Reduction</i></b> | <b>1998<br/>Actual</b> | <b>1999<br/>Actual</b> | <b>2000<br/>Proposed</b> |
|--|------------------------|------------------------|--------------------------|
| A-1. Provide candidates for rulemaking                     | 2                      | 3                      | 1                        |
| A-2. Conduct human performance testings                    | 4                      | 2                      | 4                        |

**A-1.** Prepare for Commission consideration, a Notice of Proposed Rulemaking or a Final Rule for at least one hazardous substance for child-resistant packaging.

**A-2.** Conduct human performance tests on four packaging designs for compliance with child-resistance and adult-friendly requirements.

| <b>B. Function: <i>Compliance</i></b>        | <b>1998<br/>Actual</b> | <b>1999<br/>Actual</b> | <b>2000<br/>Proposed</b> |
|--|------------------------|------------------------|--------------------------|
| B-1. Correct violations and initiate recalls | 15                     | 21                     | 25*                      |

\*Projected goals - the actual number of recalls and corrective actions will depend on the mix of safety-related problems arising during the year.

**B-1.** Pursue for recall or other corrective actions a projected 25 products that violate safety regulations.

| <b>C. Function: <i>Consumer Information</i></b> | <b>1998<br/>Actual</b> | <b>1999<br/>Actual</b> | <b>2000<br/>Proposed</b> |
|---|------------------------|------------------------|--------------------------|
| C-1. Coordinate health and safety campaign      | 1                      | 1                      | 1                        |
| C-2. Produce VNR for recalled product           | 1                      | 1                      | 1                        |
| C-3. Issue press releases                       | 7                      | 1                      | 3                        |
| C-4. Respond to requests for publications       | 63,000                 | 191,000*               | 60,000                   |

\*Includes a one time effort to distribute publications to state and local users.

**C-1.** Coordinate a health and safety campaign by partnering with the Poison Prevention Council and related organizations to promote child-resistant packaging and other poison prevention measures during National Poison Prevention Week.

**C-2.** Produce a VNR on the hazards of unintentional poisonings to children.

**C-3.** Issue one press release to remind consumers to use child-resistant packaging and take other steps to prevent poisonings.

**C-4.** Respond to consumer requests for an estimated 60,000 checklists, booklets and other publications on poison prevention.



## KEEPING FAMILIES SAFE FROM FIRE HAZARDS

**STRATEGIC GOAL:** The rate of death from fire-related causes will be reduced by 10 percent from 1995 to 2005.

| Total Budgeted Amount for This Goal |       |                      |
|-------------------------------------|-------|----------------------|
| Fiscal Year                         | FTEs  | Amount (in millions) |
| 1999                                | 112.9 | \$11.015             |
| 2000                                | 164.2 | \$16.722             |

### THE HAZARD

In 1996, over 4,000 people died and 19,300 were injured because of fires that started in their homes. These fires resulted in property losses of about \$4.9 billion. Children are particularly vulnerable. Each year about 900 children under the age of 15 die of fire-related causes and about 600 of these deaths are to children under the age of 5 years. In fact, children under age 5 have a fire death rate more than twice the national average. Children at increased risk are often those from low income and minority families who live in poorer urban and rural areas.

Most deaths occur from fires that start at night while families are asleep. Four times as many victims die of inhaling smoke and toxic gases than from burns. Products most often involved in fire deaths are upholstered furniture, mattresses and bedding, and heating equipment. These three product categories account for about 50 percent of the fire deaths.

### MEANS AND STRATEGIES

In 2000, staff will focus on preparing for Commission consideration two candidates for rulemaking or other alternatives. One candidate, upholstered furniture, was deferred from proposed rulemaking consideration in 1999 due to chemical toxicity issues. The other, multi-purpose lighters, was deferred for Commission consideration to 2000 because additional time was needed to respond to comments received on the Notice of Proposed Rulemaking. Staff will also prepare proposals to develop or modify voluntary standards for: electrical switches, arc fault circuit interrupters, range fires, candles and clothes dryers, and will complete data analyses and technical review activities for hazards related to gas oven ignitors, extension cords, pellet stoves, fixed electric air heaters, portable electric fans, and sprinklers.

These projects and activities have the potential to address about 19,300 injuries, 4,000 deaths, and \$4.9 billion in property damage resulting in \$26 billion in societal costs. (Note: crosscutting goals with other agencies are described on pp. 45 - 47.)

**ANNUAL FIRE-RELATED GOALS FOR 2000**

| <b>A. Function: <i>Hazard Assessment and Reduction</i></b>                  | <b>1998<br/>Actual</b> | <b>1999<br/>Actual</b> | <b>2000<br/>Proposed</b> |
|---|------------------------|------------------------|--------------------------|
| A-1. Provide candidates for rulemaking or other alternatives                | 0                      | 1*                     | 2                        |
| A-2. Send recommendations to voluntary standards organizations              | 7                      | 7                      | 6                        |
| A-3. Complete hazard analysis/data collection/technical feasibility studies | 6                      | 6                      | 7                        |

\*The original 1999 Annual Plan proposed work on two rules. Multi-Purpose Lighters has been deferred until 2000.

**A-1. Prepare for Commission consideration two candidates for rulemaking or other alternatives.***Upholstered Furniture*

To address the risk of small open flame-ignited fires involving upholstered furniture, the Commission may: (a) continue the rulemaking process by issuing a proposed rule; (b) work with standards-setting groups to complete a voluntary safety standard; or (c) consider other alternatives. (A Commission decision planned for 1999 has been deferred to study the safety of flame retardant chemicals.)

*Multi-Purpose Lighters*

To address the risk of injury or death from young children who start fires by playing with the lighters, we expected to present a proposed safety standard for Commission consideration in 1999. This activity was deferred because we needed additional time to conduct studies to respond to comments received on the Notice of Proposed Rulemaking. In 2000, the Commission may: (a) continue the rulemaking process by issuing a final rule; (b) work with standards-setting groups to complete a voluntary safety standard; or (c) consider other alternatives.

**A-2. Prepare and send to voluntary standards organizations recommendations to strengthen or develop six voluntary standards:***Electrical Reinspection*

To further address the problem of fires in older homes, develop (Originally a 2000 goal; and send recommendations to the Residential Electrical Completed in 1999) Maintenance Code to require smart arc fault circuit breakers and use of outlet testers and to expand the scope to include multi-family dwellings. Fires result from deterioration of the wiring in older homes leading to short circuits, arcing, and other fire hazard conditions.

*Electrical Switches*

To address the fire hazard in the switch components of appliances, complete a technical review of the safety standard; conduct laboratory testing and evaluation; and develop recommendations for voluntary safety standards. Appliance fires can start in switch components when the structural parts of switches become deformed, leading to overheating.

*Arc Fault Circuit Interrupters*

Develop recommendations and support for expanded arc fault circuit interrupter (AFCI) coverage in new home construction and provide technical substantiation for new AFCI technology (e.g., digital enhancements). The 1999 National Electrical Code will require AFCIs in bedroom circuits of all new home construction, meeting CPSC's annual goal for 1999 several months early.

*Range Fires*

To address the problem of range top cooking fires, CPSC staff will support the efforts of standards developers to amend the voluntary standards to include requirements for gas and electric ranges to prevent ignition of cooking materials. CPSC staff will continue to send recommendations to the voluntary standards committee, participate in the processes to revise the standards, and continue the work to identify potential methods for controlling range heat output.

*Candles*

To address the problem of the increasing number of fire incidents associated with candle products, send at least one proposal for a new voluntary standard to ASTM (American Society of Testing and Materials). In 2000 staff will begin a special study of fire incidents associated with candle products and continue to support the ASTM test development effort with data and proposals for performance requirements.

*Clothes Dryers*

To reduce the number of clothes dryer-related fires, CPSC staff will develop proposals to revise the voluntary standards for gas and electric clothes dryers. Proposed revisions will be based on hazard analysis of incident data and technical analysis of dryer operational and failure modes.

**A-3. Complete seven data analysis and technical review activities to evaluate the need for, or adequacy of, safety standards.**

*Gas oven ignitors*

To address the risk of fires and explosions from delayed ignitions, complete a technical review of the standard and conduct laboratory testing and evaluation.

*Extension cords*

Evaluate and test various extension cords to examine the failure mechanisms that lead to fires. Electrical overloads can increase fire risk when cords in use are undersized or the connections with or to the plug and receptacle are degraded from aging, oxidation or mechanical fatigue.

*Pellet Stoves*

Assess the causes of fires in the hoppers of stoves that use compressed materials, such as sawdust, for fuel. These fires occur in spite of the presence of sensors that detect overheating. Complete a data review and review product designs to develop

recommendations for existing standard and code changes, if warranted.

*Fixed Electric Air Heaters*

Determine the role of component breakdown, insulation failure and dust accumulation in fires associated with fixed room air heaters. Complete a review of incident data, technical review of safety standards, and laboratory testing. (Prepare for possible voluntary safety standards recommendations in 2001.)

*Portable Electric Fans*

Determine the role of component or connection failures that result in fires originating in window-mount and oscillating types of portable electric fans. Complete a review of incident data, technical review of safety standards, and laboratory testing. (Possible voluntary safety standards recommendations in 2001.)

*Sprinklers*

Test and evaluate sprinklers to support code and voluntary standards recommendations on performance, design, installation, and maintenance. Problems could include: sprinkler designs that may not activate; installation problems resulting from contamination of water that causes seals to deteriorate and prevent sprinklers from operating; and determination of the life of the product before replacement is recommended.

*Batteries and  
Battery Packs*

Survey current children's products that use rechargeable batteries and battery chargers that may present a risk of fire. Analyze the data and conduct tests to identify battery problems in children's products to develop recommendations for proposed changes to reduce risks.

| <b>B. Function: <i>Compliance</i></b>        | <b>1998<br/>Actual</b> | <b>1999<br/>Actual</b> | <b>2000<br/>Proposed</b> |
|--|------------------------|------------------------|--------------------------|
| B-1. Initiate recalls and corrective actions | 57                     | 69                     | 55*                      |
| B-2. Correct violations and initiate recalls | 525                    | 570                    | 400*                     |
| B-3. Monitor existing voluntary standards    | 1                      | 0                      | 2                        |
| B-4. Conduct import surveillance             | 1                      | 2                      | 2                        |

\*Projected goals - the actual number of recalls and corrective actions will depend on the mix of safety-related problems arising during the year.

**Identify and act on products that present a risk of fire-related death through:**

**B-1. *Recalls and Corrective  
Actions***

Pursue for recall or other corrective actions a projected 55 products that present a substantial risk of fire-related death.

**B-2. *Violations and Recalls***

Identify and correct a projected 400 violations that fail mandatory fire safety standards.

**B-3. *Monitoring Voluntary Standard***

Monitor one existing voluntary standard likely to reduce fire-related deaths to determine the number of firms in compliance.

**B-4. *Import Surveillance***

Conduct port-of-entry surveillance for at least two products for which fire safety standards are in effect.

| <b>C. Function: <i>Consumer Information</i></b>         | <b>1998<br/>Actual</b> | <b>1999<br/>Actual</b> | <b>2000<br/>Proposed</b> |
|---|------------------------|------------------------|--------------------------|
| C-1. Conduct public education efforts                   | 4                      | 5                      | 5                        |
| C-2. Alert the public of recalls through press releases | 49                     | 57                     | 45                       |
| C-3. Produce VNR for recalled product                   | 7                      | 11                     | 5                        |
| C-4. Respond to consumer requests for publications      | 180,000                | 469,000*               | 160,000                  |

\*Includes a one time effort to distribute publications to state and local users.

**C-1. Issue five public alerts and warnings on:***Fireworks*

Conduct the annual campaign for the Fourth of July holiday season to alert consumers to the common hazards associated with legal and illegal fireworks. The campaign will include a news conference to demonstrate the hazards; announcements of fireworks recalls; and publication of injury prevention tips.

Develop and conduct a safety campaign to promote safe use of fireworks and to prevent fireworks-related injuries and deaths throughout the nation during millennium celebrations. The campaign began on July 4, 1999 and will continue through New Year's Day 2001. The campaign will focus particularly on the July 4 and New Year's Eve celebrations, when we expect the use of fireworks to increase. To maximize the reach of this effort, we invited a broad range of national organizations and state health and safety agencies to join us as partners. This has already resulted in a fireworks safety brochure that has received wide distribution.

*Home Heating*

Issue safety information designed to give consumers information related to home electrical system inspections; fuel-fired heating equipment; coal and woodstoves; and smoke detectors.

*Halloween Hazards*

Warn about the dangers of children's costumes catching on fire from candles, matches, or cigarette lighters.

*Holiday Hazards*

Warn about the risk of fire from decorative light strings and natural trees, as well as provide information on the safe use of candles and fireplaces.

*Lighters*

Warn about the risk of fire from children under 5 years playing with cigarette lighters and multi-purpose lighters. Cigarette

lighters are required to incorporate child-resistant features to help prevent their operation by children under age five and multi-purpose lighters may soon have similar requirements.

**Alert the Public to Fire-Related Hazards through:**

**C-2. *Press Releases***

For recalled products presenting a substantial risk of fire-related deaths, initiate an estimated 45 press releases.

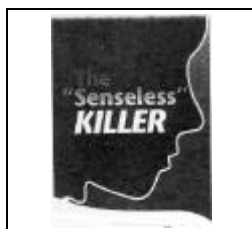
**C-3. *Video News Releases (VNR)***

Complete five VNRs: (1) for at least four recalled products, work with the manufacturer of the product to produce a VNR; and (2) produce a VNR for the fireworks safety campaign.

**C-4. *Publications***

Respond to consumer requests for an estimated 160,000 checklists, booklets, and safety alerts warning about fire-related hazards.





## KEEPING FAMILIES SAFE FROM CARBON MONOXIDE POISONINGS

**STRATEGIC GOAL:** The rate of death from carbon monoxide poisoning will be reduced by 20 percent from 1994 to 2004.

| Total Budgeted Amount for This Goal |      |                      |
|-------------------------------------|------|----------------------|
| Fiscal Year                         | FTEs | Amount (in millions) |
| 1999                                | 20.7 | \$1.994              |
| 2000                                | 16.0 | \$1.631              |

### THE HAZARD

Carbon monoxide (CO) is a poisonous gas that has no smell, color or taste -- truly a "senseless" killer. This gas is produced by burning any fuel, such as gas, oil, wood, or coal, so that any fuel-burning appliance is a potential CO source. The latest available data show that over 200 people die and almost 8,000 are injured each year from unintentional CO poisoning-related incidents, excluding incidents involving auto exhaust and fires, at a societal cost of about two billion dollars annually. Children under 15 years account for almost 10 percent of the deaths and over 35 percent of the injuries. Because some of the symptoms of CO poisoning may mimic common illnesses such as influenza or colds, there is a high incidence of missed initial diagnosis. Not only are victims frequently unaware of exposure to CO, but health care providers often do not suspect or check for CO poisoning.

### MEANS AND STRATEGIES

In 1997 and 1998, we sent recommendations for revisions to the voluntary standards committees for camping heaters and furnaces, meeting our goals for these products a year early. In 1999 and 2000, staff will continue to work with the various voluntary standards committees for final adoption of these revisions. In 1999, final approval of the revisions to the voluntary standard for camping heaters was completed, and in 2000 we will work with industry to achieve adoption of these revisions, with an effective date in the same year.

In 2000, we will complete testing and data collection activities on furnaces, and carbon monoxide alarms. Staff may also prepare recommendations to strengthen or develop additional voluntary standards based on testing activities completed in 2000, if warranted by the results of the tests. Along with recalls and corrective actions of products that present a CO hazard, staff will work on a nationwide campaign through the State Partners program to warn about the dangers of CO and promote the use of CO alarms.

**ANNUAL CARBON MONOXIDE -RELATED GOALS FOR 2000**

| <b>A. Function: <i>Hazard Assessment and Reduction</i></b>   | <b>1998<br/>Actual</b> | <b>1999<br/>Actual</b> | <b>2000<br/>Proposed</b> |
|--|------------------------|------------------------|--------------------------|
| A-1. Send recommendations to voluntary standards organizations or adopt changes to voluntary standards | 3                      | 2                      | 2                        |
| A-2. Complete hazard analysis/data collection/testing activities                                       | 2                      | 1                      | 2                        |

**A-1. Adoption of changes to two voluntary standards:***Furnaces*

Develop recommendations to address CO emissions from gas furnaces by improving vent safety shut-off performance requirements.

*Camping Equipment*

Achieve adoption of the voluntary standard revisions for camping heaters. These revisions will prevent camping heaters from producing dangerous levels of carbon monoxide during consumer use in enclosed spaces. Continue to work with industry to improve the voluntary standard requirements for CO emissions to camping stoves and lanterns.

**A-2. Complete two testing and data collection activities on:***Carbon Monoxide Alarms*

Update market information about carbon monoxide alarms to determine the extent to which these alarms are in use and conform to the latest revisions of the voluntary standards.

*Furnaces*

Complete CO emissions testing of gas furnaces under various vent conditions.

| <b>B. Function: <i>Compliance</i></b>        | <b>1998<br/>Actual</b> | <b>1999<br/>Actual</b> | <b>2000<br/>Proposed</b> |
|--|------------------------|------------------------|--------------------------|
| B-1. Initiate Recalls and Corrective Actions | 4                      | 1                      | 2*                       |

\*Projected goals - the actual number of recalls and corrective actions will depend on the mix of safety-related problems arising during the year.

**Identify and act on products that present a risk of death from CO poisoning through:****B-1. *Recalls and Corrective Actions***

Pursue for recall or other corrective actions a projected two products that present a substantial risk of death from CO poisoning.

| <b>C. Function: <i>Consumer Information</i></b>         | <b>1998<br/>Actual</b> | <b>1999<br/>Actual</b> | <b>2000<br/>Proposed</b> |
|---|------------------------|------------------------|--------------------------|
| C-1. Conduct public education efforts                   | 2                      | 0                      | 2                        |
| C-2. Alert the public of recalls through press releases | 1                      | 1                      | 1                        |
| C-3. Respond to consumer requests for publications      | 51,000                 | 74,500*                | 50,000                   |

\*Includes a one time effort to distribute publications to state and local users.

### **C-1. Conduct two public education efforts.**

#### *Nationwide Outreach*

Through the State Partners Program, develop and implement a public health campaign with all 50 states to inform consumers, health and medical professionals about the hazards of CO poisoning. In this campaign, promote CO alarms manufactured to the revised Underwriters Laboratories standard and the revised International Approval Service standard. Hold press conferences and media events in 25 locations nationwide.

#### *CO Safety Awareness*

Issue a press release to alert consumers about the sources of CO poisoning and the means to prevent and detect CO buildup in homes.

### **Alert the public to the hazards of CO poisoning deaths through:**

#### **C-2. *Press Releases***

For recalled products presenting a substantial risk of death from CO poisoning, initiate an estimated one press release to warn the public.

#### **C-3. *Publications***

Respond to consumer requests for an estimated 50,000 checklists, booklets, and safety alerts warning about CO poisoning hazards.



## KEEPING FAMILIES SAFE FROM ELECTROCUTIONS

**STRATEGIC GOAL:** The rate of death from electrocutions will be reduced by 20 percent from 1994 to the year 2004.

| Total Budgeted Amount for This Goal |      |                      |
|-------------------------------------|------|----------------------|
| Fiscal Year                         | FTEs | Amount (in millions) |
| 1999                                | 27.8 | \$2.624              |
| 2000                                | 24.6 | \$2.462              |

### THE HAZARD

There are almost 200 deaths from electrocutions each year in the United States.

About 10 percent of the deaths are to children under 15 years old. The deaths occurred most often because an electrical current came in contact with a victim's body and traveled through the victim to the ground. Most of the deaths could have been prevented by installing ground fault circuit interrupters (GFCIs). These are inexpensive electrical devices that are installed in household electrical circuits and in some small appliances. However, few homes and products are adequately protected by GFCIs. The Commission continues to receive reports of electrocution deaths from products such as house wiring, lamps and light fixtures, antennas, power tools, and small and large appliances.

### MEANS AND STRATEGIES

In 2000, the Commission will concentrate its efforts on (1) strengthening voluntary standards and codes to reduce electrocutions by increasing the effectiveness and use of devices that make home wiring systems safer; (2) ensuring compliance with electrical safety standards by monitoring existing safety standards and identifying products that present a substantial electrical hazard for corrective action plans; and (3) providing electrical safety information to the public.

The total cost to society of the electrocution hazards to be addressed in 2000 is estimated at over \$1.4 billion.

**ANNUAL ELECTROCUTION-RELATED GOALS FOR 2000**

| <b>A. Function: <i>Hazard Assessment and Reduction</i></b>     | <b>1998<br/>Actual</b> | <b>1999<br/>Actual</b> | <b>2000<br/>Proposed</b> |
|--|------------------------|------------------------|--------------------------|
| A-1. Send recommendations to voluntary standards organizations | 0                      | 2                      | 1                        |
| A-2. Send recommendations to National Code groups              | 1                      | 1                      | 1                        |

**A-1. Prepare and send to voluntary standards organizations recommendations to strengthen or develop voluntary standards:***Protective Devices*

Develop recommendation for voluntary standards that would recognize enhanced safety features for Ground Fault Circuit Interrupters (GFCIs). Certain conditions such as power surges or corrosion from weathering can render a GFCI inoperable. Some new designs include enhancements such as self-test that alerts users of a problem or a lock-out feature that prevents a malfunctioning GFCI from being reset.

**A-2. Provide recommendations to National Code Groups:***National Electrical Code*

Develop and support code proposals for requiring enhanced GFCIs in specific circuits that are the most dangerous (e.g., outdoor outlets at earth level).

| <b>B. Function: <i>Compliance</i></b>        | <b>1998<br/>Actual</b> | <b>1999<br/>Actual</b> | <b>2000<br/>Proposed</b> |
|--|------------------------|------------------------|--------------------------|
| B-1. Initiate recalls and corrective actions | 38                     | 23                     | 25*                      |
| B-2. Monitor existing voluntary standards    | 1                      | 1                      | 1                        |

\* Projected goals - the actual number of recalls and corrective actions will depend on the mix of safety-related problems arising during the year.

**Identify and act on products that present a risk of electrocution through:****B-1. *Recalls and Corrective Actions***

Pursue for recall or other corrective action an estimated 25 products that present a substantial risk of electrocution.

**B-2. *Monitoring Voluntary Standards***

Monitor one existing voluntary standard to determine the number of firms in compliance.

| <b>C. Function: <i>Consumer Information</i></b>         | <b>1998<br/>Actual</b> | <b>1999<br/>Actual</b> | <b>2000<br/>Proposed</b> |
|---|------------------------|------------------------|--------------------------|
| C-1. Conduct public education efforts                   | 0                      | 0                      | 1                        |
| C-2. Alert the public of recalls through press releases | 7                      | 13                     | 8                        |
| C-3. Respond to consumer requests for publications      | 47,500                 | 75,500*                | 45,000                   |
| C-4. Produce VNR for recalled product                   | 0                      | 1                      | 1                        |

\*Includes a one time effort to distribute publications to state and local users.

### **Alert the public to electrical hazards through:**

- C-1. *Roundup-for-Safety*** Encourage consumers to dispose of old electrical products that have a high risk of electrocution as part of CPSC's annual recall roundup safety campaign.
- C-2. *Press Releases*** Initiate an estimated eight press releases to advise the public of recalled products with a substantial risk of electrocution.
- C-3. *Publications*** Respond to consumer requests for an estimated 45,000 safety alerts, checklists and booklets.
- C-4. *Video News Release (VNR)*** For at least one recalled product, work with the manufacturer of the recalled product to produce a VNR.

## INFORMING THE PUBLIC



**STRATEGIC GOAL:** An increase in consumer awareness of CPSC safety information from 1997 to the year 2001 through:

- Increasing contacts to CPSC's web site;
- Maintaining the reach of the Commission's publication, the *Consumer Product Safety Review*;
- Maintaining the capability to respond to Hotline calls for safety information.

| Total Budgeted Amount for This Goal |      |                      |
|-------------------------------------|------|----------------------|
| Fiscal Year                         | FTEs | Amount (in millions) |
| 1999                                | 3.0  | \$0.774              |
| 2000                                | 3.2  | \$0.940              |

## THE PROGRAM

Part of the Commission's mission is to assist consumers in evaluating the comparative safety of consumer products. CPSC's communication network is two-way: the agency informs the public about the safe use of consumer products and recalls of unsafe products. It also receives reports from the public about unsafe products, as well as inquiries about product recalls.

In recent years, the way the American public communicates has changed drastically. There has been an explosion in telecommunications through electronic media as consumers have turned increasingly to the Internet to obtain the information they want. In response to this demand, CPSC developed

a web site and streamlined its Hotline to provide safety information more efficiently and effectively to those requesting it. To reach both health and safety professionals and the public, CPSC created a new quarterly publication, the *Consumer Product Safety Review* (*Review*), and provided access to it through the agency's web site.

## ANNUAL GOALS FOR 2000

In setting its strategic goals, CPSC focused on maintaining its recent gains in Hotline calls from consumers and continuing to add features to its web site to encourage greater access by the public. CPSC has found that providing the *Review* electronically saves mailing costs while expanding the reach of important safety information.

**A-1. Web Site Contacts - Increase web site contacts from the 1997 base.**

| Annualized Strategic Goal   | 1998 Actual | 1999 Actual | 2000 Proposed |
|---|-------------|-------------|---------------|
| A-1. Cumulative increase in contacts to CPSC's web site from 1997 | 148%*       | 885%*       | 1,660%*       |

\*Cumulative since 1997.

**Background.** CPSC's web site (www.cpsc.gov) was established in April 1996 to make it easier for the public to access important safety information. The site started out simply, allowing for the retrieval of basic information such as press releases, usually announcing recalls, and the Commission's public meeting calendar. Over time new features were added that allowed the public to view longer documents and make on-line reports of product hazards.

The web site is regularly updated and news releases are posted the same day that they are issued. The number of contacts to the web site has grown rapidly from 10,000 visits<sup>5</sup> per month in 1996 to an average of over 200,000 visits a month in 1999. One satisfied customer, who accessed a recall notice on the web site, said, "I acquired this product as a hand-me-down....Your information possibly prevented me from having a potential fire or other damage. Keep up the good work!"

**Means and Strategies.** Improvements to the web site often occur quite rapidly after technological advances, making it difficult to forecast what will be accomplished in 2000 beyond the targeted increase in web site contacts. The quality and extensiveness of recent improvements, however, are examples of the types of changes that encourage increased use by consumers and industry. For example, in 1998, the public was provided the capability to:

- Report hazardous products through on-line forms;
- See pictures of recalled products in color for easier identification;
- View audio/video clips of recalled products including video news releases;
- Access just-issued recalls and other special events through a special "Spotlight" section;
- Read product safety information in Spanish;
- Access a section of the site "4 Kids;"
- Search the site using a faster and more powerful search procedure;
- Access information through a Freedom-of-Information electronic reading room; and
- (For firms), file reports regarding unsafe products on-line through encrypted transfer of data to ensure confidentiality.

We expect continued improvements to our web site. They will be reported in our Annual Performance Reports.

<sup>5</sup> Web site visits are defined as the number of contacts made through distinct servers, such as those from Internet provider addresses, companies, and government agencies.



**B-1. Consumer Product Safety Review (Review) - Maintain contacts through subscriptions and the web site since 1997.**

| Annualized Strategic Goal   | 1998<br>Actual | 1999<br>Actual | 2000<br>Proposed |
|---|----------------|----------------|------------------|
| B-1. Maintain contacts to CPSC's <i>Consumer Product Safety Review</i> through 2001 by: | 38%            | 154%           | 300%             |
| Subscriptions   | 1,500          | 999            | 1,000            |
| Web site contacts   | 12,500         | 25,700         | 40,000           |

**Background.** The Consumer Product Safety Review, first published in the summer of 1996, offers an in-depth look at the latest hazards associated with home and recreational products, as well as the most significant current recalls of consumer products. Each issue also contains information on deaths involving consumer products submitted by medical examiners and coroners across the country, information that was previously published in CPSC's MECAP News. The text is available on the Internet at CPSC's home page. Starting in 1998, the Review includes automobile recalls from the National Highway Traffic Safety Administration.

**Means and Strategies.** Based largely on its outreach work, CPSC staff has achieved its goal for 1999 for increasing readership of the *Review* by over 150 percent via paid subscriptions and CPSC's web site.

Our goal for 2000 is to expand readership of the *Review* by 300 percent over the 1997

level. We believe most of this will come from substantial increases from new and repeat visitors to CPSC's web site where current and former issues of the Review are readily accessible to them at no cost.

There is a shrinking pool of potential subscribers and some expense in soliciting new ones. Therefore we will focus our efforts in the following ways: contacting those whose subscriptions have expired to urge them to renew and doing a targeted mailing using a commercially available mailing list.

We will continue to promote the Review to organizations and individuals at all levels in the course of our ongoing investigative, compliance, outreach and public affairs work. Staff also will continue to distribute and promote the Review at CPSC's and other organizations' conferences, seminars, and roundtables.

### C-1. Hotline- Maintain the capacity to respond to the high number of Hotline calls for safety information.

| Annualized Strategic Goal                                      | 1998<br>Actual | 1999<br>Actual | 2000<br>Proposed |
|--|----------------|----------------|------------------|
| C-1. Maintain the capacity to respond to calls from the public | 300,000        | 400,000        | 350,000          |

**Background.** The Hotline is a toll-free, 24 hour-a-day, 7 day-a-week service that allows consumers to: report unsafe products; report product-related injuries; find out whether CPSC has recalled a product; learn how to return a recalled product or arrange a repair; obtain tips on buying safe products or safe product use; and order safety publications. The Hotline offers information primarily in English and Spanish and, if requested, in selected other languages as well. A winner of Vice-President Gore's National Partnership for Reinventing Government "Hammer Award," the Hotline was improved so that it could smoothly handle large numbers of calls.

Before the Hotline was improved, two back-to-back recall announcements almost caused the collapse of the system, and at one point the entire 800 service along the eastern seaboard nearly crashed due to the backup of calls. After improvements, the Hotline was able to handle an *increase* of over 100,000 calls a year; the number of consumer complaints alerting the Commission to potential product hazards more than doubled to about 4,000 a year; and the average cost per call decreased from \$2.00 to \$1.40.

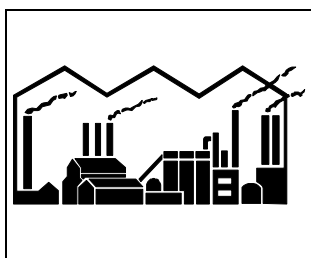
**Means and Strategies.** By September 1999, the Hotline received an unprecedented 400,000 calls from the public. In part, this increased volume was due to our strategy to generate media attention by aggressively marketing our safety messages. Calls increased because of:

- frequent appearances on morning shows by the Chairman and staff announcing high-profile recalls;

- staff appearances on the Oprah Winfrey and Sally Jesse Raphael shows discussing recalls, offering CPSC recall lists, and baby safety publications; and
- reruns of shows featuring CPSC.

Our hotline number is usually announced on these shows and the public invited to call us to receive regularly published information about recalls and request safety-related publications. We believe that two other strategies in 1999 also increased the number of calls: we now regularly feature several recalls on each morning show and provide a single hotline number -- the CPSC number-- rather than several numbers for the recalling firms. We will continue these strategies in the future, and will work hard to meet or exceed the number of Hotline calls we received in 1999. However, consistently achieving this high level of success may not be possible since our strategy relies heavily on receiving free media attention and we cannot guarantee that media interest will continue at the same pace it has in the past.

We also plan to aggressively promote the Hotline number by adding it to our letters, to 200 CPSC publications, including press releases, safety alerts, documents on CPSC's web site and in at least six video news releases. We will establish new contacts and maintain existing contacts with 100 national organizations interested in consumer safety to publicize the Hotline number and other safety information.



## INDUSTRY SERVICES

**STRATEGIC GOAL:** By the year 2001, attain 85 percent success with the timeliness and usefulness of the Fast-Track Product Recall program and 80 percent success with the timeliness and usefulness of the Small Business Ombudsman program for industry.

| Total Budgeted Amount for this Goal |      |                      |
|-------------------------------------|------|----------------------|
| Fiscal Year                         | FTEs | Amount (in millions) |
| 1999                                | 44.0 | \$4.500              |
| 2000                                | 33.2 | \$3.248              |

## THE PROGRAM

The Commission's Compliance program ensures that firms comply with the laws, regulations and safety standards that protect consumers from hazardous and defective products. When a violation of a safety standard is found, or a defective product is identified, CPSC works cooperatively and quickly with industry to obtain a correction of the violation or recall of the hazardous product, as appropriate.

Recently, the agency initiated two programs to assist industry in complying more quickly with CPSC's regulations: the Fast-Track Product Recall (Fast-Track) and Small Business Ombudsman programs. With the Fast-Track program, a firm that reports and corrects a problem quickly will not be subject to a preliminary determination that the product presents a substantial risk of injury. Advantages of this program to industry include reductions in paperwork, red tape, and potential legal expenses related to the recall of potentially defective products. The advantages of this program to CPSC include removing

hazardous products from consumers' hands more quickly. With the Small Business Ombudsman program, Commission staff helps small businesses comply more easily with product safety guidelines and manufacture safer products. This program provides firms with a single point of contact that expedites a clearly understandable response from the CPSC technical staff.

## ANNUAL GOALS FOR 2000

During 2000, CPSC will examine the results of the assessments completed in 1999 to make appropriate improvements and modifications based on the suggestions of respondents. The Fast-Track and Ombudsman programs will become more institutionalized and a part of usual operating procedures; thus timeliness standards will be maintained for both programs. Staff will also develop "plain language" guides for CPSC regulations. These guides will benefit the Fast Track and Ombudsman programs, as well as other programs in Compliance.

**Maintain the timeliness of response to industry.**

| <b>Annual Goal</b>                                     | <b>1998<br/>Actual</b> | <b>1999<br/>Actual</b> | <b>2000<br/>Proposed</b> |
|--|------------------------|------------------------|--------------------------|
| A-1. Fast-Track timeliness standards met               | 90%                    | 95%                    | 90%                      |
| A-2. Small Business Ombudsman timeliness standards met | *                      | 84%                    | 80%                      |

\*Data not available.

**A-1. Fast-Track**

Complete a technical review and initiate a recall within 20 days 85 percent of the time.

**A-2. Ombudsman**

Respond to requests from small businesses through the CPSC Small Business Ombudsman within three business days 80 percent of the time.

**Institute appropriate improvements based on assessments by industry in 1999:****B-1. Fast-Track**

Review industry's response to the 20-day criterion for implementing a recall notice and other assessments of the Fast-Track program to determine if modifications are necessary.

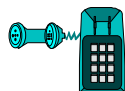
**B-2. Ombudsman**

Review small businesses' response to the three-day criterion for receiving a technical response and other assessments of the Ombudsman program to determine if modifications are necessary.

**C-1. Develop "plain language" guides to regulations:***Regulations*

Develop brief guides for 15 of the 25 CPSC regulations where most of the compliance efforts have been targeted over the past 10 years so that industry can quickly and easily understand how to comply. These guides will include descriptions of: the purpose of the regulation and the regulation's requirements.

**CPSC's Toll-Free  
Hotline Number:  
1-800-638-CPSC**



## CONSUMER SATISFACTION WITH CPSC SERVICES

**Strategic Goal: Maintain a customer satisfaction level with the Hotline, Clearinghouse, and the States with CPSC's State Partnership Program at 90 percent or better through the year 2001.**

| Total Budgeted Amount for This Goal |      |                      |
|-------------------------------------|------|----------------------|
| Fiscal Year                         | FTEs | Amount (in millions) |
| 1999                                | 17.2 | \$1.725              |
| 2000                                | 16.8 | \$1.739              |

## THE PROGRAM

The Commission alerts the public to important safety information through a variety of sources including the Hotline, Clearinghouse, and State Partners Program.

The Clearinghouse provides data to the public in response to over 5,000 requests each year. It also alerts manufacturers to potential hazards associated with their products, providing them with consumer complaints, reported incidents and accident investigations involving their products. The State Partners Program, using limited CPSC funds and CPSC-developed safety information, brings product safety services to consumers through cooperative programs with state and local governments. The program extends CPSC's reach throughout the Nation.

## ANNUAL GOALS FOR 2000

The Hotline, Clearinghouse, and State Partners program each developed customer service standards in 1995, surveyed their

customers in 1996<sup>6</sup>, and made improvements based on suggestions from the surveys. In 1999, surveys were conducted again to determine customer satisfaction and adherence to customer service standards. In 2000, activities to maintain high levels of customer satisfaction with CPSC services include improving those services based on suggestions from the surveys and from staff, and continuing to meet published customer service standards through on-going monitoring of timeliness standards.

### A. Hotline Services (1-800-638-CPSC)

In 2000, the Hotline will maintain the high levels of consumer satisfaction through administering a performance-based contract for Hotline representatives who deal directly with the public, meeting its customer service timeliness standards, and instituting appropriate improvements based on 1999 assessments.

<sup>6</sup>See *Meeting Our customer Service Standards*, U.S. Consumer Product Safety Commission, September 1996 for a summary of the survey results.

The Hotline's performance-based contract was instituted for the first time in 1997. Under this type of contract, CPSC evaluates the performance and rewards high performance levels of Hotline representatives. Incentive fee payments are determined through an innovative evaluation process developed by CPSC staff. A performance score is calculated based on six weighted performance categories specified in the contract: contract management; contractor knowledge of issues and procedures; customer satisfaction; accurate and timely preparation of consumer

reports about unsafe products and other required production reports; operation of consumer communications services such as the Hotline automated message system and e-mail response system; and development and implementation of service improvements. Performance is evaluated monthly and summarized quarterly; incentive fee payments are derived from the quarterly evaluations. This evaluation process has improved communications between CPSC staff and the contractor regarding performance, as well as mutual exploration of solutions to problems.

| Hotline Services Annual Goals  | 1998<br>Actual | 1999<br>Actual | 2000<br>Proposed |
|--|----------------|----------------|------------------|
| A-1. 30 seconds or less to reach a Hotline representative            | *              | *              | 90%              |
| A-2. Respond to after-hours voicemail messages the next business day | 76%**          | 90%**          | 85%              |
| A-3. Process product incident reports within 8 working hours         | 74%            | 79%            | 85%              |
| A-4. Maintain performance contract at designated level               | --             | --             | 85%              |

\*Data not available. \*\*Estimated from random samples.

### Maintain consumer satisfaction with Hotline services through:

#### A-1. Hotline

Maintain the time of 30 seconds or less to reach a Hotline representative 90 percent of the time.

#### A-2. Voicemail

Respond to after-hours voicemail messages the next business day 85 percent of the time.

#### A-3. Incident Reports

Process consumer product incident reports within 8 working hours 85 percent of the time.

#### A-4. Customer Service

Maintain CPSC's innovative Hotline contract administration system to provide incentives for achieving a quarterly contract performance level rating of at least 85 percent. Higher ratings result from effective contract management, timely response to consumers, timely, thorough responses to consumer incident reports, and other performance measures.

### B. Clearinghouse

The Clearinghouse provides the public with technical information relating to the prevention of death and injury associated with

consumer products. Requests for injury data are assigned to technical information specialists who search agency databases and publications to tailor responses to each customer's needs. Most of the more than

5,000 requests received each year are completed within seven business days.

Consumers' complaints of problems with products reported through the Hotline, web,

and other methods are also sent to the Clearinghouse for verification. After verification, these reports are sent to manufacturers to alert them to concerns about their products.

| Clearinghouse Annual Goals  | 1998 Actual | 1999 Actual | 2000 Proposed |
|---|-------------|-------------|---------------|
| B-1. Hotline incident reports mailed for verification within 48 hours | *           | 90%         | 95%           |
| B-2. Reports to manufacturer sent within 48 days                      | *           | *           | 90%           |
| B-3. Other timeliness customer service standards met                  | 94%         | 94%         | 95%           |

\*Data not available.

### Maintain consumer satisfaction with Clearinghouse services through:

#### **B-1. Incident Report Verification**

Mail verification information to consumers within 48 hours after receiving their reports of unsafe products 95 percent of the time

#### **B-2. Manufacturer Alert**

Provide manufacturers with copies of incidents and investigations in which their products are named within 48 days of receiving the report in the Clearinghouse 90 percent of the time.

#### **B-3. Customer Service**

Continue to meet or exceed 1996 customer service levels for timeliness standards.

### **C. State Partners Program**

CPSC's State Partners program works in cooperation with a group of State and Local Officials to deliver CPSC services to consumers. Most of these cooperative activities at the state level complement those performed by the Commission's field staff and are done at little or no cost to the federal

government. For example, CPSC field staff coordinate with state officials every April to reannounce previously recalled products. CPSC's Recall Roundup program provides materials and expertise while the states provide drop off locations for collection of recalled products, in addition to coordinating publicity about the events in their individual states.

| State Partners Program Annual Goals                  | 1998 Estimated | 1999 Actual | 2000 Proposed |
|--|----------------|-------------|---------------|
| C-1. Recall Round-Up in all 50 states                | 50*            | 50          | 50            |
| C-2. Conduct product safety activities in the states | 20*            | 50          | 50            |

### Maintain consumer satisfaction with the State Partners Program's services through:

#### **C-1. Recall Round-Up**

Develop and implement a Recall Round-Up program with our State Partners in all 50 states to encourage the repair, return, or

destruction of selected consumer products not meeting safety standards.

**C-2.** *Product Safety Activities*

Conduct 50 product safety activities including media events, congressional events, education seminars and safety consultations, through the Recall Round-up campaign.

**C-3.** *Customer Service*

Implement appropriate suggestions for improvements from the 1999 customer service survey.



## V. Resources, Processes and Technologies Needed to Meet the Performance Goals

This section describes the (A) processes, (B) technologies (capital assets), (C) regulations, (D) treatment of major management problems and (E) resources required to achieve the performance goals and indicators. It also provides the methodology for allocating CPSC's budget request to strategic goal activities in the Annual Performance Plan; the resources distributed by strategic goals; and a crosswalk between the budget programs and strategic goals. CPSC will use benchmarking, streamlining, business process reengineering, and other techniques to make its operations more efficient and effective.

### A. Processes

We plan to achieve our annual goals by using our current operational processes. These are described more fully on pages 4-7 and include:

- Identification and analysis of hazards;
- Applied product hazard research;
- Development of voluntary or mandatory product safety standards and guidelines;
- Application of voluntary or mandatory corrective actions, including product recalls;
- Fostering of partnerships with other government agencies and private organizations; and
- Distribution of information to the public on how to avoid product hazards.

### B. Capital Assets/Capital Programming

The agency has one major capital asset acquisition planned in support of our performance goals -- an investment in information technology (IT). Investment in IT has a direct impact on our ability to achieve our mission and strategic goals. We use IT to

speed access to injury and death information in order to set priorities for use of its resources; support various voluntary and mandatory approaches to reducing hazards; and more quickly reduce hazards to American consumers. In addition, thousands of administrative staff hours have been saved by automating various tracking, planning, and mission-critical systems needed to accomplish organizational tasks, expanding staff time devoted to injury reduction activities. This has benefitted the various CPSC programs established to carry out the agency's mission.

**Current IT System.** The current IT support system has been greatly improved in the past several years. Using off-the-shelf technology, we have: developed, improved, and then applied IT to more than 30 "mission critical" data base applications; placed a personal computer on every desk top; implemented a headquarters local area network, as well as a field-wide area network; established an award-winning telecommuter program for agency field staff; and improved the agency's information collection and dissemination capabilities through Internet/World Wide Web access, FAX services and upgraded consumer Hotline facilities.

**Improved Productivity.** CPSC can cite a number of examples of improved agency operations resulting from the application of IT. Implementation of an aggressive field telecommuter plan has reduced office charges by \$500,000 annually. Annual costs to operate mainframe-based applications at a computer center run by another government agency decreased from \$475,000 in 1995 to \$174,000 in 1997 as we moved these applications to our own computer system. Annual costs of \$40,000 for printing and mailing were saved by providing customers with our press releases and weekly public calendar via the Internet and fax. Continuing improvements in CPSC data base applications, information technology equipment, and software are estimated to result in further productivity increases, improved

customer service and operational efficiency; this translates into the ability to act and inform the public more quickly, and thus save more lives and reduce more injuries.

**Year 2000 Compliance.** We continue to be on schedule for the Year 2000 conversion or replacement of all our mission critical database systems. The conversion or replacement was completed by March 31, 1999.

**Year 2000 Request.** CPSC has reached a crossroad in its IT development. We have an infrastructure in place that properly supports hazard injury reduction activities. However, our current resources do not provide for either long-term maintenance of the existing system or the development of the next generation of hazard database use. The goal of the agency's IT effort is to have all of its injury and product hazard data in electronic format, and linked, enabling staff to more quickly identify hazards; we need \$500,000 to make substantial progress toward full database integration. We need an additional \$1,200,000 to establish a modernization program for its computer equipment and software and \$300,000 to purchase new software, services, and equipment which would further enhance staff productivity. The 2000 budget request included a proposal for \$500,000 for database integration but our appropriation did not fund it. We will continue to seek funding for these important IT needs.

## C. Regulations

In 2000, the Commission may consider rules for medicine and household chemicals that are hazardous to young children. During 2000, the Commission will also continue work on the upholstered furniture rulemaking. These are briefly described below.

**PPPA.** Commission efforts through promulgation and enforcement of the regulations of the Poison Prevention Packaging Act (PPPA) have played a key role in reducing medicine and household chemical poisoning

deaths of children. In 2000 staff will (1) provide briefing materials for PPPA rulemaking activities proposed in 1999 requiring child-resistant packaging on certain substances and (2) review chemicals identified as potentially hazardous and recommend PPPA rulemaking as appropriate.

**Upholstered furniture.** In 1994, the Commission granted, in part, a petition from the National Association of State Fire Marshals to initiate a proceeding to regulate upholstered furniture flammability. The Commission published an advance notice of proposed rulemaking (ANPR) on small open flame ignition risks and deferred action on the portion of the petition dealing with cigarette ignition risks. From 1992 to 1996, small open flame furniture fires caused an annual average of 90 deaths, 450 injuries and \$46 million in property damage - about 80 percent of all open flame losses. Estimated average societal costs were about \$625 million.

In 1996 and through 1998, staff developed the technical basis to support a small open-flame ignition performance standard. In 1998, the Commission deferred action on small open flame ignition and held a public hearing to gather data on the potential toxicity of flame retardant chemicals that may be used to meet a flammability standard. In the Commission's 1999 appropriation, Congress directed the Commission to contract with the National Academy of Sciences to conduct an independent, 12-month study of the toxicity of flame retardants. Upon completion of this study, the Commission may decide whether to publish a notice of proposed rulemaking (NPR) addressing small open flame ignition. If this occurs, resources are available in the 2000 budget to analyze public comments on the NPR, continue standards development work toward a possible final small open flame rule, and work with interested consensus voluntary standard organizations and the furniture industry to develop a voluntary standard alternative.

## D. Treatment of Major Management Problems and High-Risk Areas

CPSC does not have any major problems of fraud and mismanagement in its programs and operations. We are committed to addressing problems of fraud and mismanagement in programs and operations, if they were to arise through: (1) the Office of Inspector General, responsible for audits, inspections, special reports, and investigations; (2) the Office of the Chairman, responsible for the annual Federal Financial Managers Improvement Act (FFMIA) report to the President and Congress; and (3) the Senior Management Council, responsible for internal control reviews and annual letters of assurance. The Commission has no "high-risk areas" and has not been identified as having such high risk areas by either GAO or OMB. Should any future management problems arise, we are committed to resolving them through existing agency mechanisms such as the Chairman's FFMIA Report and the Senior Management Council.

## E. Resources Needed to Accomplish Annual Goals

For 2000, the budget appropriation for the agency is \$49 million with a staff level of 480 Full Time Equivalents (FTEs) nationwide.

Most of the Commission's resources are allocated to professional and technical staff who identify product-related hazards; investigate and act on product safety hazards and violations of safety regulations; provide recommendations to the Commission for decision-making; and inform the public about product safety. After staff salary and related space rental costs, less than 20 percent of our annual budget is available for other critical support costs, such as injury data collection, in-depth investigations, independent expert technical evaluations, and travel in support of investigations and voluntary standards development. The challenge to the Commission is to work within these constraints while maintaining enough flexibility to fulfill its

mission of protecting the public.

**Allocation Methodology.** Resources in the Annual Performance Plan are allocated between the agency's two budget programs. These budget programs include activities that support the strategic goals and reflect both direct and indirect costs. We used these steps to estimate the resource allocation for each strategic goal:

- Determined the direct costs for each strategic goal for those activities that were classified by hazard in the budget (e.g., resources for the upholstered furniture project were directly applied to the goal for reducing fire-related deaths).
- Determined direct costs for those strategic goal activities that were *not* classified by hazard in the budget, such as consumer information activities. We estimated the distribution attributable to the strategic goals using historical data and expert judgement.
- Proportionately distributed indirect costs, such as administration, space rent, etc., to the strategic goals in each program.

Direct and indirect costs were combined for each goal area. The total resources allocated to Results Act activities in the Annual Plan are likely conservative because historical data is not available to classify some activities by strategic goal. Improved resource estimates will be available in the future as Commission data bases are modified to respond to the Results Act requirements.

**Resource Distribution.** In 2000, about 68% of the agency's total budget, or over \$33.3 million, and over 67% of agency staff, or 321 FTEs, are allocated to activities directly related to meeting the strategic goals. The remainder of the resources, about 32%, is allocated to mission-related work on other hazards, such as non-head injury related

hazards to children. We may set injury or death reduction goals for these other hazards in future strategic plans.

Table A presents the crosswalk between the agency's budget programs and Results Act goals. We devoted most of our resources (\$40.5 million) to "Reducing Product Hazards to Children and Families." Within this budget program, resources for Results Act work ranges from 100% for reducing fire and electrical hazards to 15% for reducing household/ recreational hazards.<sup>7</sup>

For the remainder of the budget, we devoted a smaller, but important, amount of the overall resources (\$8.5 million) to "Identifying and Researching Product Hazards." For this budget program, we devoted 68% of the resources to identifying and analyzing hazards related to Results Act work. Due to lack of funding we were unable to devote any resources to applied product research in 2000. We had planned to use the funding we requested for product research to further our Results Act goals. We will continue to request funding for this important program in future budgets

Figure 1 presents the distribution of resources allocated to Results Act work by strategic goal. We allocated substantial resources (50%) to reducing fire-related deaths, reflecting the high number of deaths for this particular hazard (over 4,000 people in 1996). This hazard also disproportionately claims the lives of 1,000 children each year. We allocated additional resources (20%) to children through activities designed to reduce child head injuries and prevent any increase in

child poisoning deaths. Our resources devoted to reducing CO poisoning and electrocutions are at similar levels (4.9% and 7.4% respectively), reflecting hazards of similar magnitudes.

We devoted about 18% of our total resources for 2000 to meeting strategic goals for service quality; industry advice and guidance; and consumer satisfaction. About 10% of these resources support activities for achieving success with the timeliness and usefulness of the Fast Track Product Recall and Small Business Ombudsman programs. We initiated these programs to assist industry in complying with CPSC's regulations and to correct problems quickly. We devoted about 5.2% of the resources to consumer satisfaction with CPSC's services. Satisfaction with our services may encourage consumers to use the safety information they receive from us, resulting in safer consumer behaviors. Finally, we devoted 2.8 % of the resources to service quality. This allows for maintaining the Hotline's capacity to respond to at least 350,000 calls per year and encouraging public contacts with CPSC's web site and publication, the *Consumer Product Safety Review*.

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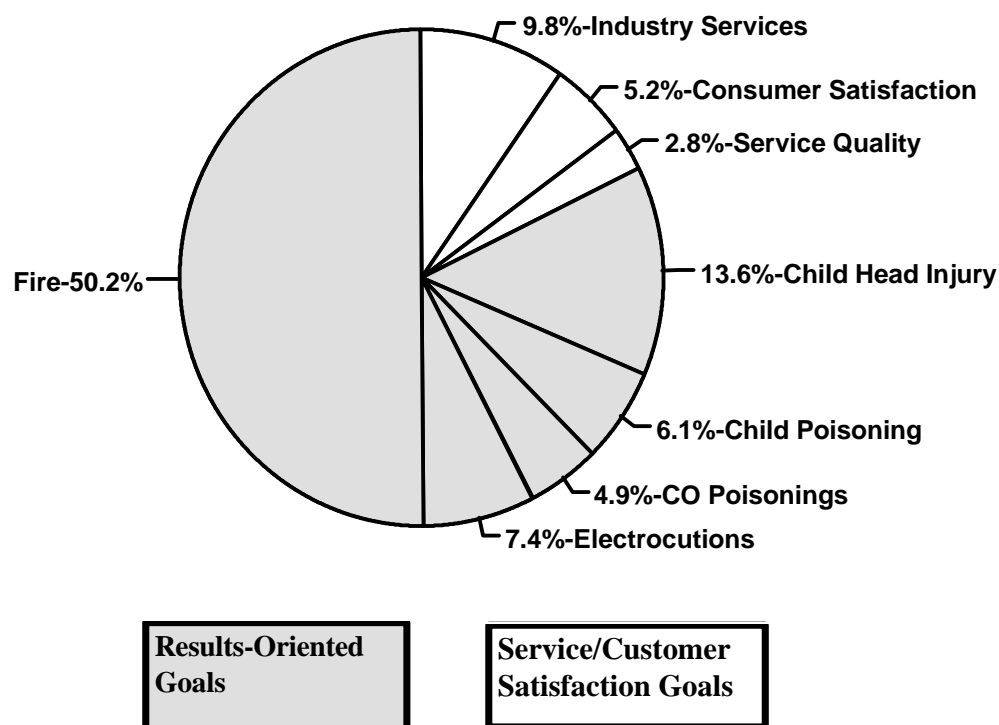
<sup>7</sup> Results Act resources allocated to the "Reducing Household/Recreational Hazards" categories were determined from a proportional allocation of resources devoted to reaching the agency's customer service/ satisfaction strategic goals.

**Table A**  
**2000 Crosswalk Between Budget Programs and Results Act Goals**  
**(Dollars in Millions)**

| <b>Budget Programs</b>                                   | <b>Results Act</b>  | <b>Other Hazard Work</b> | <b>Total Agency</b>    |
|--|---------------------|--------------------------|------------------------|
| <i>Reducing Product Hazards to Children and Families</i> | \$27,503(68%)       | \$13,018 (32%)           | \$40,521 (100%)        |
| Reducing Children's Hazards                              | 4,941 (41%)         |                          | 12,019 (100%)          |
| Reducing Fire and Electrocution Hazards                  | 17,954 (100%)       | 7,078 (59%)              | 17,954 (100%)          |
| Reducing Household/Recreation Hazards                    | 565 (15%)           | 0 (0%)                   | 3,822 (100%)           |
| Reducing Child Poisonings/Other Chemical Hazards         | 4,043 (60%)         | 3,257 (85%)              | 6,726 (100%)           |
| <i>Identifying and Researching Product Hazards</i>       | 5,801 (68%)         | 2,678 (32%)              | 8,479 (100%)           |
| Hazard Identification and Analysis                       | 5,801 (68%)         | 2,678(32%)               | 8,479 (100%)           |
| Applied Product Hazard Research*                         | 0 (0%)              | 0 (0%)                   | 0 (0%)                 |
| <b>Total</b>   | <b>33,304 (68%)</b> | <b>15,696 (32%)</b>      | <b>\$49,000 (100%)</b> |

\*This initiative was unable to be funded in the 2000 appropriation. We will continue to request funding in the future for this important program.

**Figure 1**  
**Distribution of 2000 Results Act Resources**



## VI. PROGRAM EVALUATIONS

**Program evaluations used to develop the strategic plan.** Strategic targets for the extent of injury and death reductions in each hazard area were based on statistical analyses of data and staff expertise. Staff calculated 10 year trends of injuries and deaths at both the product and hazard levels. Staff experts in a particular hazard area set specific targets after assessing the potential actions of the Commission and the effect of joint efforts with other organizations and industry. They also made assumptions concerning the outcome of potential technical feasibility studies.

Customer service/satisfaction goals were based on information from surveys and tracking systems, as well as staff expertise as to what could be accomplished in a given time span. Only one goal, the level of success with the timeliness and usefulness of the Small Business Ombudsman and Fast-Track Product Recall programs for industry, was developed without baseline information. It was set at a high but practical level that was acceptable to the Commission.

**Future program evaluations.** Injury and death reduction strategic goals will have two types of evaluations: yearly tracking of injuries and deaths at the hazard level and evaluations of injury and death reductions associated with specific products at appropriate time intervals. The timing for evaluating injury and death reductions depends, in part, on how long consumers keep specific products. Evaluations at the product level will be conducted when consumers are expected to have replaced a substantial proportion of older products with safer products. Staff derives estimates of the extent to which safer products have replaced older products using the agency's Product-Life Model.

Customer service/customer satisfaction goals also will have two types of evaluations: (1) tracking of customer service standards and

activities and (2) assessments of consumers and industry. Tracking will be evaluated annually, while assessments are planned to be implemented on a cycle of every three years, starting in 1999. An overall plan for future evaluations is provided in Table B.

For 1999 and 2000, staff will evaluate the results of Commission actions for several specific products. These are listed below by strategic goal.

### A. Reducing head injuries to children

1999: Bicycle-related head injuries

2000: Baby walker-related head injuries

### B. Maintaining the low death rate from unintentional poisonings (PPPA)

1999: Tracking of child poisoning deaths

2000: Tracking of child poisoning deaths

### C. Reducing Fire-Related Deaths

1999: Portable electric heater-related fire deaths

2000: Cigarette lighter-related fire deaths

### D. Reducing CO Poisoning Deaths

1999: Tracking CO detectors sold

2000: Tracking CO detectors sold

### E. Reducing Electrocution Deaths

1999: Hair dryer-related electrocution deaths

2000: Power tool-related electrocution deaths

### F. Assessments by Industry

1999: Fast-Track; Ombudsman

2001: Fast-Track; Ombudsman

### G. Customer Satisfaction

1999: Hotline, Clearinghouse, State Partners

2000: Hotline, Clearinghouse, State Partners

**Table B**  
**Schedule of Evaluations**

| Strategic Goals   | Issues  | General Scope                                       | Procedures   |                                  |
|---|---|---|--|----------------------------------|
|   |   |   | Method   | Time                             |
| <b>Hazards</b><br>Child Head Injuries<br>PPPA<br>Fire<br>Carbon Monoxide<br>Electrocutions  | Reduce or prevent an increase in the rate of injury or death  | National estimates of injuries or deaths            | 1. Hazard Surveillance (NEISS, NFIRS, NCHS)*<br>2. Evaluation of specific products – tracking before/ after studies. | 1. Annually<br>2. As appropriate |
| <b>Informing the Public</b><br>Web Site<br><i>Consumer Product Safety Review</i><br>Hotline | 1. Increased use by the public of Web Site, and the <i>Review</i> ;<br>2. Maintain use of the Hotline | Population of users                                 | Computer tracking and subscription information   | Annually                         |
| <b>Customer/Industry Services</b><br>Hotline<br>Clearinghouse<br>State Partners<br>Industry | 1. Timeliness standards met<br>2. Satisfaction with CPSC's services                                   | 1. Population of users<br>2. Random sample of users | 1. Logs<br>2. Interviews; mail surveys   | 1. Annually<br>2. Every 3 years  |

\*National Electronic Injury Surveillance System (NEISS), National Fire Incident Reporting System (NFIRS), National Center for Health Statistics (NCHS).

## VII. Verification and Validation

This section describes the means by which CPSC will verify and validate the results of its performance measurement. Each annual goal was set by targeting or projecting a number of activities to be completed in 2000. A complete list of performance measures with corresponding databases and verification procedures is provided in Table C. Further descriptions are provided separately below for:

(A) goals set for reducing product-related injuries and deaths for each of the three core functions (Hazard Assessment and Reduction, Compliance, and Consumer Information) and (B) service quality/customer satisfaction goals.

### A. Annual Goals for Reducing Injuries and Deaths

#### 1. Function: Hazard Assessment and Reduction

- *Targeted performance goals for: (a) rulemaking activities, (b) recommendations sent to voluntary standards groups, national or international code groups, and (c) assessments completed (hazard analyses, data collection, technical feasibility studies).*

Performance measures: The number of completed activities in each category.

Database: Milestone tracking systems record the completion dates for significant activities, such as Commission briefings, recommendations sent to voluntary standards committees, and completed reports.

Verification: Review by senior managers and a formal clearance process, resulting in publicly available, official, dated documents.

#### 2. Function: Compliance

- *Projected performance goals for recalls and corrective actions for unregulated products.*

Performance measures: The number of recalls and corrective actions completed, business days to implement a recall, and business days for final approval of all notification actions for both Fast-Track and traditional cases.

Database: The Compliance Corrective Actions (CCA) database tracks these performance measures.

Verification: Internal consistency checks, required fields, automatic generation of data reports, reviews of each action by senior managers and Commissioners in monthly meetings.

- *Projected performance goals: (1) violations and recalls for regulated products and (2) goals for voluntary standard conformance by hazard area.*

Performance measures: The number of violative products identified and regulated products recalled.

Database: CPSC's Integrated Field System (IFS) is used to track violations and recalls for regulated products and the monitoring of conformance to voluntary standards.

Verification: Internal consistency checks, required fields, automatic generation of data reports, reviews of each action by senior managers and Commissioners in monthly meetings.

#### 3. Function: Consumer Information

- *Projected performance goals for number of press releases by hazard area.*

Performance measures: Number of press



releases for each hazard.

Database: The Press Release (PRE) database records all press releases issued by the Commission by hazard area. They are placed on CPSC's web site the day they are issued.

Verification: Check a random sample of press releases for written description of the hazard.

- *Performance goals for Video News Releases.*

Performance measures: Number of video news releases by hazard area.

Database: All information about video news releases is tracked in the Video News Release (VNR) file log, both for VNRs developed with Commission resources and those produced by manufacturers in cooperation with CPSC.

Verification: The number of VNRs and related information are reported to CPSC through communications contractors who distribute the VNRs to television stations by satellite. Check of contractor reports with database information.

- *Performance goals: for responding to the public's request for publications. [Note that each CPSC publication has been classified by the hazard addressed.]*

Performance measures: Number of publications with safety information in each hazard area.

Database: The Inventory of Publications database tracks the number of each publication distributed to requestors.

Verification: This information is reported to CPSC by the Department of Health and Human Services that stores and distributes

them. Check of hard copy with database information.

## **B. Annual goals for service quality and customer satisfaction.**

### **Function: Consumer Information**

- *Performance goals for contacts with the public and timeliness of CPSC actions.*

Performance measure: The number of web site contacts, subscriptions to the *Review*, Hotline calls, timeliness checks.

Verification: These performance measures are all stored electronically and are either automatically generated by contractors (web and Hotline), or automatically generated through CPSC programming.

- *Performance goals for number of business days for technical review.*

Performance measures: Number of business days for staff to provide a technical response to small business callers.

Database: Business days will be generated automatically in the Ombudsman database after programming is completed in 1999.

Verification: Manager review.

- *Performance goals: customer satisfaction and industry assessments.*

Performance measures: Percent of customers satisfied with CPSC services; improvements made based on stakeholders' suggestions.

Verification: standardized surveys and interviews based on census or sample of respondents.

**Table C**  
**Verification and Validation of Performance Measures for Annual Goals**

| Type of Performance Measure  | Performance Measure  | Database   | Verification/Validation   |
|--|--|--|---|
| <b>Results-Oriented Goals</b><br>Candidates for Commission consideration<br>Voluntary standards development or changes<br>National codes changes<br>Model legislation<br>Hazard/cost analyses, data collection<br>Technical feasibility studies<br>Recalls or corrective actions<br>Violations and recalls<br>Voluntary standards monitored<br>Public education efforts<br>Press releases<br>Video news releases (VNR)<br>Publications | Number of Commission briefing packages<br>Number of recommendations<br>Number of recommendations<br>Number of recommendations<br>Number of reports completed<br>Number of reports completed<br>Number of actions<br>Number of actions<br>Number of VS monitored<br>Number of efforts<br>Number of releases<br>Number of VNRs<br>Number of requests | Milestone tracking<br>Milestone tracking<br>Milestone tracking<br>Milestone tracking<br>Milestone tracking<br>Milestone tracking<br>IFS*<br>CCA*<br>IFS, official documents<br>Milestone tracking<br>PRE*<br>VNR file log<br>Inventory | Official documents<br>Official documents<br>Official documents<br>Official documents<br>Official documents<br>Official documents<br>Manager/Commissioner review<br>Manager/Commissioner review<br>Manager/Commissioner review<br>Official documents<br>Official documents<br>Contractor report<br>Contractor report |
| <b>Service Quality</b><br>Web site<br>Outreach to professional organizations<br>Maintain Hotline's capacity at 250,000 calls<br>Improve services   | Number of contacts<br>Number of contacts<br>Number of callers<br>Number of services improved   | Web server file log<br>Log of contacts<br>Hotline Operating System<br>Milestone tracking   | Automated reports (Contractor)<br>Manager review<br>Automated reports (Contractor)<br>Manager review  |
| <b>Industry Services</b><br>Assess services<br>Meet timeliness standards<br>Track performance  | Responses of industry callers<br>Number of standards met<br>Procedures completed   | Random sample/census<br>Log of actions<br>Milestone tracking   | Procedural checks<br>Automated reports<br>Manager review  |
| <b>Consumer Satisfaction</b><br>Meet timeliness customer service standards<br>Improve services<br>Survey consumer satisfaction   | Number of standards met<br>Number of services improved<br>Ratings by consumers   | Log of actions<br>Milestone tracking<br>Random sample  | Automated reports<br>Manager review<br>Procedural checks  |

\*IFS = Integrated Field System; CCA = Compliance Corrective Actions; PRE = Press Release database

## VIII. Crosscutting Goals

CPSC has a unique mission among federal agencies. It is the only federal agency that identifies and addresses such a wide range of consumer product hazards. The Commission uses various tools to reduce injuries and deaths. These include working with other federal agencies to avoid duplication of effort to more efficiently address health and safety issues.

CPSC staff identified three federal agencies with similar strategic goals: Health and Human Services (HHS), the Department of Transportation (DOT), and the Federal Emergency Management Administration (FEMA) (see Table D). CPSC's strategic goal of reducing head injuries to children for a wide range of products is similar to HHS goal to reduce bicycle-related head injuries to children and DOT's strategic goal to reduce bicycle-related injuries and fatalities. CPSC's strategic goal to reduce residential fire-related deaths is the same as that of HHS and similar to FEMA's strategic goal to reduce all fire-related deaths. The targets for these strategic goals are consistent among the four agencies. CPSC's other strategic goals are not shared by any other federal agencies.

Table D provides an overview of the 2000 annual goals for each agency that makes progress toward the crosscutting strategic goals. Note that the agencies' annual goals are mutually reinforcing and avoid duplication of effort. CPSC's contribution includes developing safety standards; initiating recalls and corrections of defective products; conducting technical feasibility studies; and issuing press releases, safety alerts, and warnings to increase public awareness of product safety hazards. FEMA, through the U.S. Fire Administration (USFA), collects and provides essential data on residential fires, stimulates new technology, provides training for the fire protection community and conducts public education campaigns relating to fire. DOT, through the National Highway

Traffic Safety Administration (NHTSA), "provides national leadership and technical assistance to build advocacy for pedestrian and bicycle safety at the community level." NHTSA's strategies include preventing bicycle incidents from occurring, examining the market penetration and use of bicycle materials, and participation on a Task Force to reduce childhood injuries and deaths. HHS, through the Centers for Disease Control and Prevention (CDC), supports state and local health departments, academic institutions, community-based organizations for applied research, intervention evaluation, training, and surveillance in injuries.

CPSC has a long history of coordinating its work with that of these and other federal agencies. Memoranda of understanding (MOU) have been signed by CPSC with USFA, NHTSA, and CDC. These MOUs provide a framework for inter-agency cooperation and coordination. For example:

**CPSC and USFA.** CPSC staff periodically provides support to USFA through briefings on the agency's fire-related projects; guest speakers at the National Fire Academy; and technical advice on fire hazards. USFA provides annual national fire-incident data to CPSC; the results of their program activities related to fire protection and prevention; and suggestions on CPSC project priority-setting activities.

**CPSC and NHTSA.** CPSC and NHTSA share technical information and expertise on bicycle and bicycle helmet safety; jointly develop consumer bicycle safety information; and are jointly researching nighttime bicycle riding safety issues. NHTSA collects data on road-related bicycle deaths that CPSC uses to analyze the effectiveness of various safety devices, such as helmets, reflectors and lights. CPSC and NHTSA have joint responsibility for infant carriers that are also certified for use as car seats. CPSC monitors the safety of these products when used as infant carriers outside of motor vehicles.

**CPSC and CDC.** CPSC staff participates on CDC's Advisory Committee for Injury Prevention and Control; participates as a major partner in HHS' Healthy People Initiative, including monitoring progress on specific targets; provides suggestions for research projects in their grants program; and collects

injury data for special studies of interest to CDC. CPSC and CDC work together in formulating injury reduction projects; on education and information materials; and on studies of mutual interest. Currently, CPSC, CDC, DOT and other organizations form the "National Bicycle Safety Network," to jointly address issues associated with bicycle safety.

## IX. Minor Adjustments to the Strategic Plan

The target for one of CPSC's strategic performance goals was adjusted to provide a more challenging target, as shown in Table E.

**Table E**  
**Adjustments to Strategic Performance Goals**

| <b>Original Strategic Performance Goal</b>  | <b>Adjustment to Strategic Performance Goal</b>   |
|---|---|
| Reduce the rate of head injury to children under 15 years old by <b>10 percent</b> from 1996 to 2006.                     | Reduce the rate of head injury to children under 15 years old by <b>15 percent</b> from 1996 to 2006. |
| Increase contacts to CPSC's web site by 200 percent.  | Annualized.   |
| Increase the reach of the Commission's publication, the Consumer Product Safety Review, by 100 percent from 1997          | Annualized.   |
| Maintain the capacity to respond to the high number of Hotline calls for safety information at or above 250,000 per year. | Annualized.   |

**Table D**  
**2000 Annual Performance Goals for CPSC and Other Federal Agencies with Crosscutting Strategic Goals\***

|   |   |
|---|---|
| <p><b>CPSC: Reduce the Death Rate from Residential Fires</b></p> <ul style="list-style-type: none"> <li>• Prepare for Commission consideration 1 candidate for final rulemaking or other alternatives.</li> <li>• Send to Voluntary Standards Committees recommendations to strengthen or develop 6 voluntary standards.</li> <li>• Complete 7 hazard analysis/data collection/technical feasibility studies.</li> <li>• Pursue for recall or other corrective action an estimated 55 products with fire-related hazards.</li> <li>• Identify and correct an estimated 400 products that fail to meet mandatory fire safety standards.</li> <li>• Issue an estimated 45 press releases for recalled products with a fire hazard.</li> <li>• Issue 5 public alerts or warnings on products with fire hazards (e.g., heating equipment, cigarette lighters).</li> <li>• Produce 5 video news releases for recalled products.</li> <li>• Respond to consumer requests for 160,000 publications.</li> </ul> | <p><b>FEMA: Reduce Loss of Life and Property from Fire-Related Hazards</b></p> <ul style="list-style-type: none"> <li>• Identify national fire problems and analyze, publish and disseminate related data and information.</li> <li>• Educate the public on fire prevention, targeting groups most vulnerable to fire.</li> <li>• Conduct a continuing program of development, testing, and evaluation of equipment, practices, and technology for use by the Nation's fire and emergency services.</li> <li>• Provide training and education opportunities for the Nation's fire protection community.</li> </ul> <p><b>HHS (CDC): Reduce the Death Rate from Residential Fires</b></p> <ul style="list-style-type: none"> <li>• The incidence of residential fire-related deaths will be reduced from 1.4 per 100,000 in 1994 to 1.1 per 100,000 in 2000.</li> <li>• The proportion of homes with at least one smoke detector on each habitable floor will be increased from 52% in 1993 to 60% in 2000 in CDC funded projects.</li> <li>• By 2000, recommendations for conducting and evaluating smoke detector promotion programs will be published.</li> </ul> |
| <p><b>CPSC: Reduce Head Injuries to Children</b></p> <ul style="list-style-type: none"> <li>• Send to Voluntary Standards Committees recommendations to strengthen or develop 2 voluntary standards.</li> <li>• Complete 3 testing and data collection activities.</li> <li>• Pursue for recall or other corrective action an estimated 15 products that present a substantial risk of head injury.</li> <li>• Identify and correct an estimated 10 products that fail to meet mandatory safety standards and are likely to be involved in head injury.</li> <li>• Issue an estimated 15 press releases to warn the public about recalled products with a substantial risk of head injury.</li> <li>• Issue 4 public alerts or warnings for products with head injury hazards (e.g., bicycles, ATVs, infant products, recreational activities).</li> <li>• Produce 5 video news releases for recalled products.</li> <li>• Respond to consumer requests for 160,000 publications.</li> </ul>            | <p><b>DOT (NHTSA): Reduce the number of injuries and fatalities occurring to pedestrians and bicyclists by 10 percent by 2000.</b></p> <ul style="list-style-type: none"> <li>• Prevent bicycle incidents from occurring.</li> <li>• Examine market penetration and use of bicycle materials.</li> <li>• If funding is approved, collaborate with other federal agencies (including CPSC) to reduce childhood injuries and deaths in response to Executive Order 13045 by building on the areas of expertise for each participating agency.</li> </ul> <p><b>HHS (CDC): Reduce the number and severity of injuries related to bicycle accidents by increasing the use of bicycle helmets by children.</b></p> <ul style="list-style-type: none"> <li>• Increase by 25% in FY 2000, the use of bicycle helmets by child bicyclists in CDC-funded project areas.</li> <li>• Reduce by 5% (to 117,301) the number of bicycle-related head injury emergency department visits by year 2000</li> </ul>   |

\*FEMA, DOT, and HHS annual goals from 2000 annual performance plans.

## APPENDIX A

### Summary of CPSC Statutes

When Congress created CPSC through the Consumer Product Safety Act ("CPSA"), it transferred to CPSC the authority to administer several other statutes. The agency oversees five statutes in all and has issued regulations under most of them.

**CPSA**, 15 U.S.C. §§ 2051-2084. This is CPSC's umbrella statute. It established the agency, defines its basic authority, and provides that when the CPSC finds an unreasonable risk of injury associated with a consumer product it can develop a standard to reduce or eliminate the risk. The CPSA also provides the authority to ban a product if there is no feasible standard, and it gives CPSC authority to pursue corrective actions and recalls for products that present a substantial product hazard. (Generally excluded from CPSA are food, drugs, cosmetics, medical devices, tobacco products, firearms and ammunition, motor vehicles, pesticides, aircraft, and boats.)

**FHSA**, 15 U.S.C. §§ 1261-1277. The Federal Hazardous Substances Act ("FHSA") applies to hazardous household substances and requires that such substances be labeled as provided in the statute. This is the principal statute under which CPSC regulates children's products. The Commission can determine by regulation that a toy or children's article that presents an electrical, mechanical, or thermal hazard is a hazardous substance. The statute itself provides that a toy or children's article that is or contains a hazardous substance is automatically banned. This is the authority behind the prohibition against small parts on toys intended for children under 3 years of age. The Commission can issue regulations to ban other household hazardous substances if it finds that labeling would be inadequate to protect the public health and safety.

The Labeling of Hazardous Art Materials Act, 15 U.S.C. § 1277, is a 1988 amendment to the FHSA. It requires that producers or repackagers of art materials submit the product's formulation to a toxicologist who will determine if the art material presents any chronic health hazards. If so, the art material must be labeled in accordance with a standard mandated by Congress. The producer or repackager must submit to CPSC the criteria used to determine chronic toxicity and a list of those products that require chronic hazard labeling. All art materials must display a conformance label indicating that they have been reviewed by a toxicologist.

The Child Safety Protection Act, Pub. L. No. 103-267 (June 17, 1994), enacted in 1994 contains essentially three parts. First, it amended the FHSA to ban "small balls" in toys intended for children under three, and to add labeling requirements for certain toys or games, balls, balloons, and marbles warning purchasers that these items present a choking hazard to young children (effective January 1, 1995). Second, it requires manufacturers, distributors, retailers and importers of these items to report to CPSC when they learn of certain choking incidents involving these products. Finally, the act requires CPSC to review existing voluntary standards for bicycle helmets and develop a CPSC safety standard. Between March 15, 1995 and the time the CPSC- issued final standard took effect (March 10, 1999), bicycle helmets must conform to certain voluntary standards specified in the act.

**PPPA**, 15 U.S.C. §§ 1471-1476. The Poison Prevention Packaging Act authorizes CPSC to issue requirements for special packaging (child-resistant packaging) for food, drugs, cosmetics, and hazardous household substances. The statute provides for exemptions in certain circumstances.

**FFA**, 15 U.S.C. §§ 1191-1204. The Flammable Fabrics Act authorizes CPSC to issue standards for fabrics, related materials and products when standards are necessary to protect the public against the unreasonable risk of fire leading to death, personal injury or significant property damage. Examples of standards include the children's sleepwear standard and the standard for flammability of mattresses and mattress pads.

**RSA**, 15 U.S.C. §§ 1211-1214. The Refrigerator Safety Act dates from 1956. It directed the Department of Commerce to issue a regulation requiring refrigerator doors be opened easily from the inside. Administration of the statute and regulation were transferred to CPSC in 1973.

## **Appendix B**

### **Major Contributors to This Report**

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